



MISBAHUDDEEN.MP

CERTIFIED HR & AIRLINE TOURISM & HOSPITALITY MANAGEMENT
PROFESSIONAL

Phone: +973 34342528

👁️ OBJECTIVE

MBA in Human Resource Management & B.Sc. Airline Tourism and Hospitality Management Graduated, Result driven professional with proven Travel industry and management experience. Accomplished in determining most optimum operational practices, achieving all objectives and ensuring smooth operations.

📁 EXPERIENCE

❖ TRAVEL CONSULTANT- SHAMS ABU DHABI TRAVEL LLC

Dubai, United Arab Emirates
11th October 2019 – 28 March 2021

- Research various destinations and means of travel regarding prices, customs, weather conditions, reviews etc.
- Organize travels from beginning to end, through booking tickets and accommodation.
- Deal with occurring travel problems, Complaints or refund
- Issue, reissue, & refund the ticket
- Upgrade regularly on entire airline rules as well as regulations along with air fares and various industry requirement
- Completed all ticketing, secured payments and submitted all monies and paper work to accounting department.
- Create and update electronic record of client
- Use the promotional techniques and prepare promotional materials' to sell itinerary tour packages
- Network with tour operators
- Inform travel manager about any problems or key situations

❖ Office Assistant-Ministry of Interior

Abu Dhabi, United Arab Emirates
9th August 2016- 15th July 2019

- Be the point of contact between the executives and company employees/ client and manage information flow
- Manage executives diaries and arrange their daily schedule (set up meetings, Speaking engagement)
- Oversee the performance of other clerical and administrative staff
- Devise and maintain office filing system
- Organizing travel by booking accommodations and reservations needs as required
- Coordinating events as necessary
- Updating paperwork, maintaining documents and word processing
- Organize and track purchase orders & assist with processing payments

❖ Junior Travel Executive-Fly hind Tours and Travels Pvt Ltd

Thaliparamba, Kerala, India
(1st September to 10th December 2015)

Email: Misbah786ontrack@gmail.com

Address: Muharraq, Bahrain

Visit Visa- Immediately Join

Driving License:

Light Vehicle, Manual (UAE)
Valid Indian Driving License

KNOWLEDGE

➤ MBA-HUMAN RESOURCE MANAGEMENT-2022

Annamalai
University, Tamilnadu- 2020-21

➤ BACHELOR DEGREE - 2015

B.Sc. Airline Tourism and
Hospitality Management
Punjab Technical University,
Jalandhar- 2015

➤ BOARD OF HIGHER SECONDARY EDUCATION - 2012

Government Higher Secondary
School, Kerala, India

➤ SECONDARY EDUCATION - 2010

Seethi Sahib Higher Secondary
School, Kerala, India

EXPERTISE

- Customer Service
- Price Negotiation
- Email Marketing
- Team Work
- Sales & Marketing
- Digital Marketing
- Team Management
- Verbal & Written Communication
- GDS handling

❖ Travel Executive-E-Line Travel & Career with Trust

Kasargod, Kerala, India

2014-2015

- Responsible for answering phone calls from members traveling or needing information to any destination and booking such reservations in a timely and efficient manner.
- Completed all ticketing, secured payments and submitted all monies and paper work to accounting department.
- Use promotion and techniques and prepare promotional materials to sell itinerary tour packages.
- Net work with tour operators.
- Providing advice about visas and passports.
- Deal with occurring travel problems, complaints or refunds.
- Coordinating Umrah packages

PERSONAL DETAILS


Date of Birth : 21-April-1995

Gender : Male


Nationality : Indian

Passport No : W3393868


TECHNICAL

➤ Computer Proficiency 

➤ MS-Office,MS-Word,MS-Excel,PowerPoint 

➤ Operating System(Windows XP, Windows 7) 

➤ Photoshop & 3D Animation 

➤ Galileo Reservation System 



PROFESSIONAL COURSE COMPLETED

- ❖ Electronic Office- Sree Shankaracharya Computer Centre Pvt Ltd- 2018 ISO 9001-2008, Thaliparamba, Kerala, India
 - Spread sheet using Microsoft Office Excel
 - Documents using Microsoft Office Word
 - Presentation using Microsoft Office Power Point
- ❖ On The Job Training Certificate(From MNC Based at Cochin)
- ❖ Tour Operation Training Certificate (From MNC Based at Cochin)
- ❖ Galileo & Amadeus Training Certificate (From MNC Based at Cochin)
- ❖ Abacus Training Certificate (From MNC Based at Cochin)

♋ HONORS & AWARDS

Certificate of Excellence from Ministry Of Interior, Abu Dhabi, UAE
Certificate signed by Saif Bin Zayed Al Nahyan (Deputy Prime Minister of UAE)

STRENGTH

- ❖ Customer Service Skill
- ❖ Team work
- ❖ Honesty and Integrity
- ❖ Punctuality
- ❖ Analytical and problem solving skill
- ❖ Stress tolerance
- ❖ Decision making skill
- ❖ Flexibility and Adaptability
- ❖ Good relationship management

LANGUAGE KNOWN

- ❖ English 
- ❖ Arabic 
- ❖ Hindi 
- ❖ Malayalam 

Declaration

I hereby declare that all the information mentioned above is true to the best of my Knowledge and belief. I undertake to inform you of any

You're sincerely,

MISBAHUDDIN M.P