Fahad Shabbir

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| Professional Summary |

Professional work experience of 13 years in customer service, banking and Aviation sector, with different multinational organizations. Highly motivated and result oriented professional. Seeking a career in a leadership role to experience a new challenge. Possess the ability to understand new concepts efficiently with proficiency in multi-tasking diverse range of tasks. Ability to work under pressure in a demanding environment.

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| Skills |

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| * Microsoft Office Excel - Professional
* Amadeus (GDS) booking and ticketing professional.
* Sabre (GDS) booking and ticketing system.
* BSP (Billing settlement plan)
* Oracle, Siebel (Basic).
 | * Client assessment and analysis
* Sales force software
* Public speaking
* Extremely organized
* Interpersonal and written communication
* Data entry
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| Work History |

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| Jan 2016 - CurrentContributor Product SupportSabre Travel Network  | * Responsible to the complex customer inquiries regarding Software/Applications.
* Act as a resource for centralized information and real time support for different challenges the customers may face.
* Support core department responsibilities: Phone/email support, irregular operation resolution and support test.
* Working in tandem with Product team to test out new applications and provide feedback.
* Analyze and diagnose the software to identify the problematic areas and recommend corrective action.
* Track cases on sales force application to identify and provide feedback to the internal departments and customers.
* Working in tandem with our IT team for any assistance requested by customers for system failures (hardware issues).
* Providing operational support to supervisor in terms helpdesk coverage.
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| Mar 2012 - Dec 2015Sr. Customer Service AgentQatar Airways - Muscat, Oman | * Handling customer queries across the region through phone and emails.
* Duties include Issuance and reissuance of tickets booked throughout QR networks.
* Handling emails from all over the network where ticketing assistance is required.
* Credit Card payment verification process (CVT)(fraud prevention unit)
* Working in tandem with fraud prevention unit and finance team, going through all the booking made across Qatar Airways network using Credit Cards (including Call Center and online bookings).
* Notifying Check-in counters through Altea DCS (departure control system) for any verification required.
* Processing cancellation and refunds for bookings rejected by the Fraud prevention unit.
* Being vigilant and assisting to carry out fraud prevention procedures for booking made through MCT CC, preventing any chargebacks in future.
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| Mar 2011 - Feb 2012Business Development DelegateHSBC Bank (Synergy Middle East) Manama, Bahrain | * Working within Vehicle finance dept., seek potential clients, individuals or businesses, in need of loans.
* Direct dealing with assigned car showrooms to market HSBC loan products.
* Analyze and verify the application to determine the client's creditworthiness.
* Achieving monthly team targets.
* Contact borrowers with delinquent loan accounts to help them find a method of repayment to avoid their defaulting on repayments.
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| Nov 2007 - Dec 2010Account Manager – SME BankingBMI Bank – Bahrain | * Attract new SME clients and repetitively work towards increasing the number and value of their portfolio.
* To analyze and interpret financial statements of the business in order to access the repayment capacity and financial soundness of the borrower.
* Conducts loan appraisal and collects detailed information (personal, business, and guaranties) and arrange to opens new loan account.
* Prepares and execute loan contracts and arrange for disbursement of loan/facility in kind.
* Have good knowledge about guideline of regulatory body and able to prepare reports for internal and external use.
* Maintains contact and maintain good relationship with client.
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| May 2007 - Oct 2007Direct Sales ExecutiveAhli United Bank  | * Direct Sales Executive in credit cards department
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| Nov 2006 - Apr 2007Direct Sales ExecutiveAmerican Express – Bahrain | * Direct Sales Executive in credit cards department
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| Personal Information |

* Sex : Male
* Marital status: Married
* Religion: Islam
* Nationality : Pakistani
* Date of birth : 05 January 1988
* Driving License: Yes

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| Education |

* ACCA: Finance and Accounting

ACCA | Greater London, England

 Completed Financial Level (2). Pursuing Professional level.

* BSc (Hons) in Applied Accounting

Oxford Brookes University | Oxford shire, England

* Advanced Diploma in Applied Accounting & Business

ACCA | London, England.

* AAT

Association of Accounting Technicians | Greater London, England

AAT (Association of Accounting Technician) - Diploma

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| References |

References: Available upon request

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| Languages |

* English: High proficiency in reading, writing and speaking
* Urdu: High proficiency in reading, writing and speaking
* Arabic: Basic knowledge and understanding of reading and speaking

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| Accomplishments |

Research and Analysis Project (RAP):

Submitted a project on Hotel industry of Bahrain analyzing the financial statements and delivering a complete competitor analysis and ratio analysis of the industry. I was successful in delivering this project to Oxford Brookes University in a very demanding timeline. This project has helped to gain below skills:

* 1. Critically evaluate accounting concepts and principles and their application in solutions to practical accounting problems.
* 2. Select and apply appropriate accounting and financial management techniques to organizational business planning, decision-making and control.
* 3. Understand the limitations of accounting techniques and the implications of such limitations.
* 4. Communicate analysis of accounting and financial information and recommendations to a variety of different audiences.
* 5. Undertake an independent Research Report relating to a single organization or industry sector.
* 6. Use information technology to record and analyze financial data.

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| Certifications |

Ethics and Professional skills module - ACCA