

# CURRICULUM VITAE

**Arifkhan J. Mahadik**

## AREAS OF EXPERTISE

- Travel industry knowledge
- Product knowledge
- Administrative support
- Selling techniques
- Customer service
- Cargo knowledge

## LANGUAGE SKILL

- English
- Arabic
- Urdu
- Hindi
- Marathi

## PERSONAL SKILL

- Excellent Sales skill
- Excellent Computer skill
- Proactive and assertive
- Flexible & approachable

## PERSONAL DETAILS



**Arifkhan J. Mahadik**

**Present Address:** Manama,  
Kingdom of Bahrain

**M:** +973 - 39480100

**E:** arifmah@gmail.com

**DOB:** 26/Oct/1973

**Nationality:** Indian

**Marital Status:** Married

**Bahrain Driving license:** Yes

**Visa Status:** Transferable

## PERSONAL SUMMARY

Courteous, excellent organizational skills and highly efficient with a unique understanding of the travel and hospitality industry and the people who work in it. A highly competent, motivated and enthusiastic administrative assistant with experience of working as part of a management team in a busy office environment. Well organized and proactive in providing timely, efficient and accurate administrative support to senior managers and work colleagues.

Highly motivated, target driven and with exceptional multitasking skills.

Currently looking for a suitable position with a reputable and ambitious company where I can contribute to the company's development and growth whilst gaining further personal experience to enhance my knowledge and progress my career path.

## WORK EXPERIENCE *(Total 23+ Years)*

### **Twenty Four X Seven Company SPC. – Manama, Bahrain**

Sales Manager (Feb 2014 – May 2020)

Online B2B wholesaler [www.24x7Rooms.com](http://www.24x7Rooms.com) Worldwide Hotel Reservation System offering Hotels, Sightseeing, Transfers and Car Rental services to Travel Partners.

#### ***Duties:***

- Building association with existing and prospective affiliates with physical sales visit.
- Showcasing and demonstrating the excellent product range and services offered by the organization.
- Developing the sustainable business acquisition with agents for regular and incremental business.
- Participating and representing the organization in regional and international Travel Exhibitions, Events and Networking Meetings.
- Preparing the target driven sales strategies to achieve the maximum sales from the region.
- Providing much important R&D to Product department regarding the latest promotions strategies of the organization.
- Guiding company management about market intelligence about upcoming trend.
- Maintaining accurate and updated MIS report before and after the sales visits.
- Training the new colleagues with profile understanding and approach clarity.
- Database creation and evaluation for better analysis of productivity of sales strategy.

### **Travel Designer W.L.L. – Doha, Qatar**

Sales Manager (Jun 2013- Jan 2014)

Online B2B system [www.Rezlive.com](http://www.Rezlive.com). Global reservation system offering Hotels, Sightseeing & Transfers under one window interface.

#### ***Duties:***

- Identifying and developing new business opportunities by promoting product range to new and existing Clients.
- Developing and managing new and existing clients by providing high caliber of service, explore and identify all their needs.
- Managing and maintaining sales / clients database.
- Establishing & maintaining efficient relationship with new and existing clients.

- Generating new business opportunities.
- Attending trade exhibitions and meetings.
- Reviewing sales performance.
- Making new/renewing contracts with the new/existing clients.
- Developing and implementing sales and marketing strategies, that ensured key revenue, cost and profitability targets were met.

### **Gulf Air – Doha, Qatar**

Sales Coordinator (Feb 2009-Feb 2013)

#### ***Duties:***

- Handling Sales Coordinator responsibilities, generally support to the Sales Team in all possible ways to ensure business will divert to the company.
- Identified opportunities for expansion of business and leads in existing and new market.
- Developing and encouraging sales for GF from OAL's by contacting travel agents staff solicitation to highlight GF schedules, flight connection and fare.
- Assisting the Country Manager in achieving the station revenue targets within prescribed deadlines.
- Handling pricing issues in the absence of pricing officer and/or when needed.
- Sending required Sanctions to Head Quarter for approvals.
- Maintaining Records of all travel agents.
- Support the organization by ensuring all information and publications of interest are circulated internally.
- Handling request from the Civil Aviation Authority and building good relations with key persons.
- Sending request to Civil Aviation for obtaining the approvals for special promotions.
- Responding to all phone and email enquiries promptly, courteously and in a friendly manner.
- Handling high numbers of incoming calls from direct customers, travel trade and corporate.
- Ensure all bookings & reservations are processed accurately.
- Building strong relationships with clients.
- Ability to achieve branch, team sales and profitability objectives.
- Monitoring competitor activity in order to maintain the most competitive rates.
- Ensuring travel brochures & promotional literature are displayed prominently.
- Organizing business travel itineraries for managers.
- Setting up and coordinating meetings with clients.
- Recording minutes of the meeting.
- Meeting and greeting clients and visitors to the office.
- Preparing and distributing circulars and memos.
- Handling correspondence and filing.
- Provide support to Admin officer in admin work when required.
- Creating and modifying documents using Microsoft Office.

### **Gulf Air – Doha, Qatar**

Reservation & Ticketing Agent (Dec 1998 – Jan 2009)

#### ***Duties:***

- Responsible for attending passengers, making Reservations and issuing tickets as per passenger's requirement and their Travel needs.
- Confirming reservations, resolving all customer queries professionally and in a timely manner either over the phone or in person.

- Handling the rebate request for GF, other Airlines and Travel Agent's staff in Doha station and submitting monthly report of reduced rate travel tickets.
- Handled all special cases such as medical, handicapped, important passengers etc.
- Performing Pre-Flight and Advance check.
- Worked at Airport Ticketing Office for two years, was responsible to handle for last moment passengers.
- Worked as an Acting Ticketing Supervisor at Town Office in the absence of supervisor or whenever they on leave.

### **Rane Engineers & Surveyors – Mumbai, India**

Computer Operator cum Clerk (Apr 1998 – Dec 1998)

#### ***Duties:***

- Responsible for making Business Correspondence, Reports using MS Word, MS Excel and other applications.
- Maintaining & filing of commercial documents.
- Finding business opportunities through internet for the company.

### **Pavan Computers & Communications –Mumbai, India**

Marketing Executive (Sep 1996 – Dec 1996)

#### ***Duties:***

- Responsible for selling Computers Systems, printers, fax machines and other peripherals.
- Also responsible for Taking Annual Maintenance Contracts of PCs, Printers.

### **PC Pro Computers– Mumbai, India**

Sales Executive (Jun 1996 – Sep 1996)

#### ***Duties:***

- Responsible for selling Computers Systems, printers, fax machines and other peripherals.
- Also responsible for Taking Annual Maintenance Contracts of PCs, Printers.

### **Swiss Computer & Allied Services– Mumbai, India**

Computer Operator (Nov 1993 – Mar 1995)

#### ***Duties:***

- Responsible for Data Entry in Individual packages and applications.

## **KEY SKILLS AND COMPETENCIES**

Strong organizational, administrative and analytical skills.

Ability to maintain confidentiality.

Excellent working knowledge of Microsoft Office packages.

Ability to produce consistently accurate work even whilst under pressure.

Ability to multi task and manage conflicting demands.

Strong travel coordination skills.

## **ACADEMIC QUALIFICATIONS**

- ❖ H. S. Certificate from Mumbai, India.

## **PROFESSIONAL QUALIFICATIONS**

- ❖ Diploma in Computer Programming
- ❖ Certificate in Computer Applications
- ❖ Diploma in Desk Top Publishing (DTP)

## **TRAINING AND AWARDS**

- ❖ Customer Awareness Course
- ❖ Amadeus Basic Course
- ❖ Falcon Host Reservation Course
- ❖ Falcon Host Ticketing Course
- ❖ Passenger Tariff (I) Course
- ❖ Passenger Tariff (II) Course
- ❖ E- Ticketing Course
- ❖ Corporate Customer Services Course
- ❖ Employee of the month (January 2005)

## **REFERENCES** - Available on request.