

Rakibul Ariful
Manama, Bahrain.
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PERSONAL STATEMENT:

I am a dynamic individual person who enjoys working as a team. I am determined and responsible, and I believe the skills that I have gained will be good grounding for my future employment. I am willing to learn new skills.

OBJECTIVE:

To improve my career and hone my skills further as a travel agent; to provide excellent service to my clients so they can enjoy their vacation with the least possible hassle and worry.

WORK EXPERIENCE:

1.1 Travel Consultant
Relax Travels Co Wll
Manama, Bahrain.
From Jan 2019 till Present.

2.1 Travel Consultant
Al Malaky Travels,
Manama. Bahrain
From Apr 2014 to Dec 2018

RESPONSIBILITIES:

- Ensuring that customer travel requirements and needs are fulfilled.
- Listen and lead the conversation to solve problems in a timely manner with all types of customers in all circumstances.
- Handling of reservations by using the corresponding reservation system (GDS) or B2B site.
- Issuing & Reissuing tickets manual and automated.
- Distributing of price quotations and information for customer requirements.
- Advising clients on travel arrangements, e.g. visas and passports.
- Keeping clients up to date with any changes.
- Dealing with complaints or refunds.

SKILLS AND QUALITIES:

- Passionate interest in geography, strong domestic and international travel knowledge.
- Excellent command of both written and spoken English.
- Ability to multitask and quickly interpret complex information.
- Ability to build strong relationships with clients, both over the phone and face to face.
- Skills to persuade customers and influence their decisions, both for their own benefit and that of the agency.
- Exceptionally high levels of motivation, working both independently and as part of a team.
- Smart appearance.
- Proficient internet research skills for customer information.
- Ability to work in a target-based environment and to achieve sales goals and objectives.

PROFESSIONAL STRENGTHS:

- Punctual, self-motivated and dedicated to the job.
- Quick learner and a team player.
- Maintains and observes honesty and loyalty.
- Hardworking and responsible.
- Ability to interact with people.

COMPUTER SKILLS AND AWARENESS:

- Diploma in Computer Application.
- Internet Application.
- Basic Training and document production in SABRE with distinction from SABRE-Bahrain.

EDUCATION:

- Bachelors of Arts passed from Kushtia Govt College, 2011.
- Higher Secondary School Examination passed from Police Lines School & College, 2006
- Secondary School Leaving Certificate passed from Kushtia Zilla School, 2003.

PERSONAL PROFILE:

Name : Rakibul Ariful
 Date of Birth : 14 Oct 1988
 Gender : Male
 Marital Status : Single
 Languages : English, Hindi and Bengali.

PASSPORT DETAILS:

Passport Number : AG 2475367
 Date of Issue : 06 Jan 2019
 Date of expiry : 05 Jan 2024
 Place of Issue : Kushtia
 Visa status : VALID (CPR NO- 881041491)

DECLARATION:

I hereby declare that the facts mentioned above are true and sincere to the best of my knowledge and belief.