**RESUME**

**Objectives:**

To work in a challenging environment with zeal and excel in activities related Travel & Tourism

**Total Experience in Travel Industry: 20 Years**

**AL JASRA TRAVEL AND TOURS CO W.L.L (IATA Recognized)**

From ***1 April 2012***, Working as Travel Manager

**Responsibilities:**

* Daily operational management;
* Sales development;
* Staff and financial management.
* Preparation of Daily reports

**MAJESTIC TRAVEL AND TOURISM, Bahrain (IATA Recognized)**

From ***11 August 2008 - March 2012***, Worked as Ticketing and Reservations Supervisor

**Responsibilities:**

* Supervising the efficient output of the Reservation Agents
* Taking responsibility of entire booking from first enquiry to final dispatch.
* Handling corporate accounts with high volumes.
* Preparation of Daily reports

**KERALA TRAVELS INTERSERVE (IATA Recognized)**

From 26-07-2007 – 31-07-2008; as **Reservation Executive** (U S, Europe, and Fareast)

**Responsibilities:**

* Assist in supervising the efficient output of the Reservation Agents and the smooth flow of operations.
* Assist with the daily reservations processes, servicing guest needs and queries.
* Directs and coordinates the reservations daily activities, meetings, follow up with hotel's processes & procedures.
* Communicate any amendment to agents, corporate clients and hotels concerned.
* Attend meetings / training as required by the management.
* Assist in training & counseling of team members.
* Preparation of Daily reports
* Ensure emails are promptly and thoroughly replied to agents.

**CREATIVE TOURS AND TRAVELS (IATA Recognized)**

From 01-06-06 to 28-06-07; **Reservation Executive** (U S, Europe and Fareast)

**Responsibilities:**

* Assist with the daily reservations processes, servicing guest needs and queries.
* Directs and coordinates the reservations daily activities, meetings, follow up with hotel's processes & procedures.
* Communicate any amendment to agents, corporate clients and hotels concerned.
* Ensure emails are promptly and thoroughly replied to agents.

**GNS Leisure Travel (IATA Recognized)**

From 01-04-06 to 30-05-06; as **Manager Ticketing Department**

* Supervising Counter activities and Tour operations
* Creating & maintaining a report with all clients
* Follow-up of waivers, over riding, pending amounts from airlines

 Working out fares

* Liaison with airlines for seats & sales
* Maintaining the BSP Report and IATA payments time to time to ensure smooth functioning.

**NPK TOURS & TRAVELS (I) PVT.LTD.(IATA Recognized)**

From 01-11-05 to 27-03-06; as **Ticketing Counter Supervisor**

**Responsibilities:**

* Supervising Counter activities and Tour operations
* Ticketing -  after checking that correct fares / BSP codes etc are applied
* Working out fares /itineraries and quotes to clients  - to be faxed or emailed and a fare quote file to be maintained.
* Working out of  domestic hotel packages & itineraries
* Liaison with airlines for seats & sales
* Creating & maintaining a rapport with all clients
* Taking responsibility of entire  booking from first enquiry to final dispatch.
* Ensuring coupons , refund & void  tickets sent into accounts daily in the evening.
* Updating weekly of fares/ deals/ offers from airlines
* Excess baggage/ upgrades / STPC / Credit cards procedures
* Follow-up of waivers, over riding, pending amounts from airlines

**SKYLINE AIRLINK (I) PVT.LTD. (IATA Recognized)**

From 01- 07- 02 to 20-10-05; as **International Travel Consultant**

**Responsibilities:**

* Supervising the international and Domestic Counter
* Telemarketing to our clients in US
* Handling domestic / international bookings
* Working out itineraries
* Working out cheapest fare and best routings
* Issuance of tickets,Knowledge of documentation
* Handling corporate accounts with high volumes, maintaining rapport with them, visiting them occasionally
* Handling walk-in clients
* Assistance in follow-up with invoicing and recoveries
* Rapport with airlines for seat confirmations
* Taking stock of tickets / BSP coordination,Group handling and negotiations

**OASIS TOURS INDIA LTD. (IATA Recognized)**

From 03-10-99 to 30-06-02; as **Reservation & Ticketing Staff**

**Responsibilities:**

* Reservation and ticketing (Domestic and International)

**Qualification:**

Technical : Diploma in Travel and Tourism

 IATA (FIATA) Introductory Diploma (2002)

 Marriott Certified Hotel Sales Specialist (HSS #:**14955c2fea358589)**

Computer : Galileo, Sabre & Amadeus Reservation Systems.

 MS Office Packages,

 Diploma in Computer Application

**Languages Known** : English, Hindi, Malayalam, Tamil

**Competencies** : Presentability, Good Communication skills, Teamwork,

Emotional Maturity and Organizational skills

**Driving License : *Bahrain Driving License Valid till 07Nov2020***

**Personal Details:**

**D.O.B** : 13 – 02 – 1970

**Sex** : Male

**Nationality** : Indian

**Marital Status** : Married

**Passport No.** : K 0790210

**C P R No :** 700251570

**Present Address** : Flat 207, Building 2348, Road 6375, Block 363, Al Khammis

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