

## Sathasivam Ragu

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E-mail : [ragu.slcmb@gmail.com](mailto:ragu.slcmb@gmail.com)



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**OBJECTIVE** - I would like a challenging position at your esteemed organization where my skills will greatly enhance the company's success and my own personal growth.

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### KEY EXPERIENCE & CAPABILITIES

- Experienced Knowledge in Telephone Etiquette & customer Service.
- Good knowledge of MS Word, MS Excel,
- Good knowledge of Internet and email.
- Effective planning and organizational skills.
- Ability to work both independently and in a team environment.
- I have good public relations skills with effective communication skills English Languages.

### WORK EXPERIENCE

Organization    Oman Air - GSA (KSA)  
Period            2009 July To July 2019  
Designation    Reservation & Ticketing Officer  
Web Site        [www.omanair.com](http://www.omanair.com)

#### Work Area      Operations

- ★ Handling direct clients.
- ★ Handling reservation through the mails and telesales.
- ★ Handling Diplomatic bookings.
- ★ Issuance of AD/ID tickets.
- ★ Issuance of ZED tickets.
- ★ Issuance of INAD and Student tickets.
- ★ Issuance of group bookings.
- ★ Issuance of wheelchair and stretcher cases.
- ★ Handling frequent flyer program (Sinbad).
- ★ Handling holiday packages.
- ★ Pre flight checking on daily basis (PFC).
- ★ Passing ok to board messages.
- ★ Clearing of queues.
- ★ Reporting to the Country Manager on daily basis about the flight load.
- ★ Used to be on sales call with WY sales staff.
- ★ Good rapport with all the agents in Jeddah.
- ★ Attend Sabre Interact Reservation and ticketing course.

Organization	<b>Shan Travel &amp; Tours (Sri Lanka)</b>
Period	<b>June 2005 to June 2009</b>
Designation	Travel Executive

- ★ Handling direct passengers.
- ★ Handling corporate clients.
- ★ Handling reservations through the mails and telesales.
- ★ Assisting passenger on special service requirements.
- ★ Issuance of booking letters to embassies.
- ★ Issuance of PTA's
- ★ Assisting counter staffs with the airlines mails.
- ★ Attend Amadeus, Galileo & Abacus courses

### **EDUCATIONAL QUALIFICATIONS**

- Passed G.C.E Ordinary Level Examination in 2003

### **PROFESSIONAL QUALIFICATIONS**

- Attended Spoken English course at Institute of Western Music & Speech. (From 1992 to 1994)
- Working knowledge of MS Office Application
- Fluent in English, Arabic, Sinhala, Tamil,

### **EXTRA CURRICULAR ACTIVITIES**

- Participated in inter school athletics meet
- Secretary – School Prefects Society
- Games Secretary (2003)
- Senior prefect of the school (2001)
- Handling of group activities.
- Captain in football and cricket teams.
- Good knowledge of leadership.

### **PERSONAL DETAILS**

Name	-	Sathasivam Ragu
Date of Birth	-	02 <sup>ND</sup> June 1986
Sex	-	Male
Marital Status	-	Married
Nationality	-	Srilankan
Residence	-	Bahrain
Passport No	-	N6125363

Visa Status	-	Work Visa
Driving License No	-	2276480262 (Saudi)
Schools Attended	-	Alexor International College
Mobile No	-	+973 38785301
E-Mail	-	<a href="mailto:ragu.slcmb@gmail.com">ragu.slcmb@gmail.com</a>

## REFEREES

M.L.M. Lithaf (Sales Manager)  
M.A Real Estate  
Budaiya

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## DECLARATION

I hereby certify that the above mentioned details are true and correct to the best of my knowledge.

Thank you,  
You're faithfully

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Sathasivam Ragu

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Date