



## PROFILE

Highly experienced in Hospital and Airlines industry over **15 years of experience** conversing customers, computing cost of travel, accommodations, booking transportation and Hotel reservations. Self-motivated individual adept at prioritizing and completing tasks to meet customers' needs

My search is for a position that is both challenging and rewarding with scope for growth and career development where I can use my talent, skill, ability to work under pressure, resolves problems, team work, willing to accept additional responsibilities. Flexible to work long hours as required & expertise to grow with in your esteemed organization. If given the chance to prove myself assure you my very best.

## PERSONAL INFORMATION

Age : 35  
Sex : Male  
Nationality : Indian  
Marital Status : Married  
Languages : English, Arabic,  
Hindi, Malayalam, Tamil

# ARUN SAMANDAN PUTHIYADAM

## CUSTOMER & RELATIONSHIP MANAGER

### WORK EXPERIENCE

#### **KANOO TRAVEL (UNDER AMERICAN EXPRESS) - DUBAI** **Customer Relation Manager & Sr.Travel Consultant**

**APRIL 2015 – JULY 2020**

- Handle Emergency travel accounts after office hour (SAMSUNG, EMERSON,BCG,IBM,J&J, PHILIPS, PEPSI, DELL, MICROSOFT, MOTOROLA etc.) like almost 700 plus international accounts
- Handle a team with SLB oil for one year
- Booking domestic. international flight and budget airlines
- Booking Hotel, Car rental all over the world with corporate cards (AX, VI, CA)
- Attend team leader weekly meeting and discuss about weekly updations about deal changes special KANOO fares, weekly roster updations etc...
- Etihad Airlines best seller award 2017

#### **SNTTA TRAVEL - DUBAI & SHARJAH**

#### **Customer Relation Manager & Sr.Travel Consultant**

**MARCH 2011 – MARCH 2015**

- Work experience as **OIL Company implant in BAKER HUGHES for 2 years**
- Handled BTA accounts like PETROFAC, E&Y, CAT, Etc...
- Also support staff accounts due to high emergency cases

#### **ALTAYYAR TRAVEL GROUP SAUDI ARABIA ( KKHU - UNIVERCITY HOSPITAL)**

#### **Relationship Manager & Sr.Travel Consultant**

**JUNE 2007 – JANUARY 2011**

- Worked in KING KHALID University Hospital Riyadh as Relationship Manager role
- Worked as Branch manager post in Riyadh

**Dependent residence permit  
visa for 3 year validity  
UAE Driving License**

**Education:** Degree with *Travel  
and Tourism Management*  
course in Calicut university

**IATA Course** completed in  
2004, Bangalore.

Certified in **supply Chain  
Management** course  
completed from Blue ocean  
academy Dubai.

Certificate for **Amadeus /  
Sabre / Galileo airlines GDS.**

- Handled NOKIA implant in Riyadh, also beginning for the 6 months handle walking client's people

## **RIYA TRAVELS –CHENNAI**

**Travel Consultant**

**JUNE 2005 – MARCH 2007**

- Worked with a leading topmost company in India, Chennai
- Handled Domestic and International Trips. Also arranged group trips includes film stars, stage shows group packages etc.
- Handle domestic package tours, Passports and Visa processes.

## **SKILLS**

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- Proactive customer service in Hospital and Airlines industry
- Responsible for ensuring the availability of sufficient healthcare staff to carry out administrative tasks efficiently,
- Responsible day to day Hospital coordinating , supervising and managing activities
- Speaks Arabic.
- Good in Project organization.
- MS Office and Excel skills.
- Assist with administrative arrange Visa , renewal visa , Tickets , Meeting
- Airlines related software skills

## **DECLARATION**

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I hereby declare that the above information furnished is true to the best of my knowledge and belief.

Dubai

Arun SP