



## Latif Rauf Sayed

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Seeking employment across Certified and diversified organization to perform higher responsibilities with opportunities to utilize my skills. To build a long-term career in an organization which provides me with the opportunity to display my knowledge & interpersonal skills competent professional offering over **24 years of experience in Marketing-Sales & Customer Service in Travel Industry**, Hotel Reservation, & Car rentals. Skilled at identifying problem areas and plan measures to solve them. Excellent negotiation and interpersonal skills with the ability to form a good rapport with colleagues and clients. Vast experience in customer service with good understanding of travel policies, rules and regulations. Ability to lead a team to success and achieve collective goals. Major Key skills are as follows:

### Management Skills:

- σ Negotiation and communication
- σ Operational Skills    σ Planning & Direction
- σ Organisational Skills            σ Leadership & Supervision

### Functional Skills:

- σ **Customer Service** σ Well versed with HR policies and Recruitment and staffing.
- σ E-travel accounting system. GDS system knowledge – Galileo & Amadeus
- σ knowledge of travel policies, rules and regulations
- σ Seamen and Student Travel arrangement σ Hotel/rail/car rental reservations

## Core Competencies

### Operations & Implementation:

- Formulation and implementation of strategies to gain entry into new accounts.
- Handling the Group Reservations.
- Maintaining client Database of all frequent Travellers.
- Promoting all kinds of Package Tours from various Airlines.
- Updating Clients with Special and Promotional fares.

### Leadership & Supervision:

- Coordinating with all airlines for incentive scheme on sales performance basis. Coordinating with all major corporate for sales and premium services.
- Coordinating with all departments and handling group travelling. Monitoring marketing environment and product distribution & promotion strategies of other competitors.

- Solving staff queries regarding fares and providing competitive fares to staff including Group Fares and IT fares.
- Generating daily sale report, overall follow-ups & reporting on Weekly basis to the travel manager
- Provide a vital link between clients and candidates.
- Using sales, business development, marketing techniques and networking to attract business from client companies;
- Visiting clients to build and develop relationships;
- Developing a good understanding of client companies, their industry, what they do, plus their work culture and environment;
- Advertising vacancies by drafting and placing adverts in a range of media, for example newspapers, websites, magazines;
- Using social media to advertise positions, attract candidates and build relationships with candidates and employers;
- Headhunting - identifying and approaching suitable candidates who may already be in work;
- Preparing CVs and correspondence to forward to clients regarding of suitable applicants;
- Organising interviews for candidates as requested by the client;
- Informing candidates about the results of their interviews;
- Negotiating pay and salary rates and finalising arrangements between client and candidates;
- Offering advice to both clients and candidates on pay rates, training and career progression;
- Working towards and exceeding targets that may relate to the number of candidates placed, a value to be billed to clients or business leads generated;
- Reviewing recruitment policies to ensure effectiveness of selection techniques and recruitment programmes.

#### Customer Service:

- Ensure customer service as per company standards and meet key performance measures through developing strong relationships.
- Process accurately and ensure timely solutions to customer queries with efficiency to reduce interruption in travel.
- Sending daily and weekly updates & advance intimation to internal customers on products expected to have supply constraints / nearing obsolescence.

### **Career Path**

#### **Atlas Tours and Travels PVT. Ltd – Mumbai India**

Area Sales Manager

April 2019 – March 2020

##### *Key Achievements:*

Maintain Existing Client Relationships. Counsel Clients. Design Travel Itineraries. Determining clients' needs and suggesting suitable travel suggestions. Supplying travellers with pertinent information and useful travel materials. Concept selling of Corporate Travel & Engagement Products & Services related to Corporate Team engagement. Cold call to set up meeting with prospective Client. Develop Sales Channel for long term gain. Research of Adventure Travel & Engagement Industry along with Corporate Travel. Data Management. Negotiating & establishing agreements / contracts. Making Presentations for Sales meetings.

#### **Workize Management Consultancies – Dubai UAE (Self Employment)**

November 2013 – January 2019.

##### *Key Achievements:*

**Travel services:** Directly dealing with number of corporate clients and acting as the first point of contact for all travel related services. Work and serve clients to arrange travel (business & leave passage), accommodations provided by the travel agencies and other suppliers. Marketing and promoting various kinds of holiday destinations, pilgrimage, cruise, wedding & honeymoon, packages and MICE local and internationally. Direct responsibility to customers for designing, proposing and negotiating all travel needs. Manage & maintain a strong portfolio of customers. Negotiation, managing the customer experience, understanding their needs & of course providing an outstanding level of customer service and travel product expertise. Whilst the ability to work autonomously with a high level of interpersonal skill and work effectively with different company departments to ensure the competent delivery of product and service to the customer. Offering additional financial strategy for travel & holiday related benefits based upon individual or corporate clients needs. Being organized and have very good attention to detail & self-motivated to competently plan & deliver high quality work. Target driven to recognize & ensure all sales opportunities are maximized.

**Al Futtaim Travel Dubai - UAE**

Senior Business Travel consultant

July 2010 – September 2013

*Key Achievements:*

Catering in house corporate for most of AlFuttaim group (Motors, Famco, Logistics and Carillion).

**Al Rais Travel Dubai – UAE**

Key Account Manager ( Sales) - Jabel Ali & South District – Reported to Mr. WaseemRahmany

April 2008 -2010

Visit potential customers for new business

Provide customers with quotations

Negotiate the terms of an agreement and close sales

Gather market and customer information and provide feedback on buying trends

Represent your organization at trade exhibitions, events and demonstrations

Identify new markets and business opportunities

Record sales and send copies to the sales office

Review your own sales performance.

Conduct market research to identify selling possibilities and evaluate customer needs

Actively seek out new sales opportunities through cold calling, networking and social media

Set up meetings with potential clients and listen to their wishes and concerns

Prepare and deliver appropriate presentations on products/ services

Create frequent reviews and reports with sales and financial data

Attending trade exhibitions, conferences and meetings

Demonstrating/presenting products

Negotiating contracts

**Al Rais Travel Dubai – UAE**

Travel Advisor

March 2006 –2010

*Key Achievements:*

Handled large numbers of corporate clients like FMC, Canadian consulate, Aveva solutions including JAFZA

**Al Tayer Travel Agency Dubai - UAE**

Business travel consultant

June 2004 – January 2006

*Key Achievements:*

Handled corporate accounts like AlTayer group(Jewellery, Fashion & staff travel), Gulf warranty and International Auto Sources

**Travel Mart of India - Mumbai India**

International Travel Executive

December 2001 – May 2004

*Key Achievements:*

Working for Travel mart India (GSA) Garuda Indonesia airline. Handling corporate accounts. Research various destinations and means of travel regarding prices, customs, weather conditions, reviews etc. Diagnose the clients' specifications and wishes and suggest suitable travel packages or services. Organize travels from beginning to end, through booking tickets and accommodation, securing rental transportation etc. Supply travellers with pertinent information and useful travel/holiday material (guides, maps, event programs etc). Use promotional techniques and prepare promotional materials to sell itinerary tour packages. Handle

unforeseen problems and complaints and determine eligibility for money returns. Attend conferences to maintain familiarity with tourism trends. Create and update electronic records of clients..Maintain relationships with key persons. Keep financial statements and documents. Reach the revenue and profit targets

### **NejranTravel - Saudi Arabia**

Travel Consultant – Corporate Sales

December 1995 – May 2001

#### *Key Achievements:*

Reservations, ticketing, planning itineraries, holidays packages, leisure tours, international driving license and working on daily sales reports from Abqaiq Aramco and coordination with head office and other branch outlets. Oorganizing Sales visits. Demonstrating/presenting products. Establishing new business. Maintaining accurate records. Attending trade exhibitions, conferences and meetings  
Reviewing sales performance. Negotiating contracts

### **Educational Qualification**

Bachelors of Arts (B.A Economics) Bombay University, India Mar 1990 – Apr 1995

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### **Additional Qualification**

Diploma in International Airline Travel & Tourism from I.I.T.C (Mumbai) Securing 85%.  
Diploma in Air Fare & International Ticketing from I.A.F.D (Mumbai) Merit Class.  
Diploma in IATA –UFTAA (Standard Course) from Geneva in March, 95 from Mumbai, India.  
Diploma in Galileo Reservations & Ticketing in KSA held in November 1997.  
Workshop & Lounge training with Garuda Indonesian Airline in India held in 2004.  
Diploma in Galileo Level IV-Document production in India held in 2004.  
Diploma in Amadeus Advanced Course in Dubai –UAE held in 2011.  
Diploma in Amadeus Refreshment & quick handout in Mumbai – India held in 2019.

### **Personal Details**

Date of Birth : 28<sup>th</sup>March 1973  
Nationality : India  
Languages : English, Arabic, Urdu & Hindi.  
Marital Status : Married  
Driver's Licence : LMV issued in Dubai UAE & Mumbai INDIA  
Joining Date : Immediate  
Visa status : UAE-Visit Visa – 90 days

References can be provided upon request.

Date:

Place:

**Latif Rauf Sayed**