

Faridullah Said Noor

Al-Ain, UAE

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CAREER OBJECTIVE:

Seeking a challenging opportunity in a company where my skills and knowledge can be utilized and developed. Looking for a job as Customer Service /Travel & Tourism/Hospitality.

PROFESSIONAL EXPERIENCE

Customer Service Representative-Call Centre (Jul 2019- Sep 2020) **Emirates Driving Company, Al Ain**

- Managing Customer Service Section via SRS (Student Registration System)
- Ensure customer satisfaction and provide professional customer support.
- Internal communication and cooperation with the management
- Handling Inbound and Outbound calls
- Handling Emails in effective manner
- Booking and cancellation through emails
- Helping students in planning their schedules
- Acknowledging and resolving customer complaints.

Box Office Cashier (Part time) **Hazza Bin Zayed Stadium, Al Ain**

- Booking and issuing match tickets
- Calculating the revenue of the sales
- Maintaining the cash flow
- Compare cash, receipt and payment in balancing daily work.

Operational Manager (Apr 2017 - May 2018) **Royal Choice Travel & Tourism, Buraimi, Sultanate of Oman**

- Controlling all the payments for the issuing of Oman tourist visas.
- Maintaining the records for the visa issued from immigration.
- Dealing with the travel agencies from Dubai, UAE with regards to enhancing of business.
- Ensuring the marketing strategies are maintain to the full extend.
- Reporting the sales records of visa packages to the superiors.
- Compare cash, receipt and payment in balancing daily work.
- Analyzing & Closing all the monthly sales reports.



PERSONAL INFORMATION

Age : 26 years old
Gender : Male
DOB : July 1, 1994
Civil Status: Single
Nationality: Afghani

Languages

English	Fluent
Arabic	Good
Urdu	Fluent
Pashto	Fluent
Hindi	Fluent

Educational Background

-Higher Secondary Certificate (+2)

Central Board of Secondary Education (C.B.S.E), Certificate from Darul Huda Islamic School, Al Ain in the year of 2013.

- Training courses, ITA(International Training Academy).
- Manual Ticketing.
- GDS (Saber)
- Business Letter Writings
- Marketing and Telephone Skills.
- Inspire Inn Hotel Management System (Version 7)
- SRS (Student Registration System).

I hereby certify that all the given information is true and correct and gained through the best of my knowledge.

FARIDULLAH SAID NOOR
Applicant

Supervisor

(Oct 2015 – Mar 2017)

Al Buraimi Travel & Tourism, Buraimi, Sultanate of Oman

- Processing of Visa Applications for tourist.
- Maintaining the records for the visa issued from immigration.
- Receiving the guests from Dubai, UAE
- Handling cash, account for all payments.
- Assistant accounting personnel in Cash receipt operation, prepare daily reports on shortages, overages and errors.
- Compare cash, receipt and payment in balancing daily work.
- Perform related clerical duties in many kinds of businesses.

Front office Receptionist

(Sep 2014- Oct 2015)

Aryana Hotel (4*HOTEL), Buraimi, Sultanate of Oman

- Approaching customers with a warm Greeting and Smile
- Providing feedback on the efficiency of customer service process.
- Assisting them and Give them the best satisfaction of service
- Provide all reports to the Board of Directors
- Answering the Telephone calls and making reservations
- Maintaining the Records according to the files.
- Man-Power Utilization.
- Daily rooms Inspection.
- Checking the Wedding Hall and Conferences Hall before the events.
- Checking of housekeeping Staff Activities.
- Checking of the Foods and Staffs before serving to the Customers.

Front office Receptionist

(Aug 2013-Sep 2014)

Al Salam Hotel (3*HOTEL) Buraimi, Sultanate of Oman

- Approaching customers with a warm Greeting and Smile
- Assisting them and Give them the best satisfaction of service
- Provide all reports to the Board of Directors
- Answering the Telephone calls and making reservations
- Maintaining the Records according to the files.
- Man-Power Utilization.
- Daily rooms Inspection.
- Checking the Wedding Hall and Conferences Hall before the events.
- Checking of housekeeping Staff Activities.
- Checking of the Foods and Staffs before serving to the Customers.

Senior Travel Consultant

(Aug 2013 – Sep 2014)

Al Salam Travels & Tourism, Buraimi, Sultanate of Oman

- Ticketing and Reservation by using GDS (Saber).
- Selling tickets with high marketing.
- Communicate with the travel agencies.
- Establish and maintain current client and potential client relationships
- Organizing tourism programs.
- Supervise all the daily operations of the tourism activity.

Senior Travel Consultant (Nov 2012-Aug 2013)
Janan Al Roudha Travel (IATA Agent), Buraimi, Sultanate of Oman

- Ticketing and Reservation by using GDS (Saber).
- Selling tickets with high marketing.
- Communicate with the travel agencies.
- Establish and maintain current client and potential client relationships
- Organizing tourism programs.
- Supervise all the daily operations of the tourism activity.

Skills

- Excellent in customer service
- Excellent communication and interpersonal skills
- Knowledge on computer (Outlook emailing and web emailing)
- Able to do work on Windows Applications (Microsoft office and Microsoft Excel)
- The ability of learning new things quickly and receptive to new ideas.