



Muhammed Rahees MP

Airport Management & Travel Consultant

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Al Fahidi Street, Bur Dubai, Dubai

PROFILE SUMMARY

Driven International Corporate Travel Consultant with expertise in all aspects of the travel industry operations, destination management sales, establishing and maintaining key client accounts, increasing revenues, coordinating special promotions, utilizing referrals, and related marketing activities.

PERSONAL DETAILS

Father's Name : Abdurahman MP

Date of Birth : 14.March.1998

Gender : Male.

Nationality : Indian.

Religion : Muslim.

Marital Status : Single

Passport No : R1473080

Visa type : Visit Visa

AREA'S OF EXPERTISE

- ❖ Galileo & Saber GDS Systems.
- ❖ Travel Arrangements.
- ❖ Client Relations.
- ❖ Travel Research.
- ❖ Customer Service.

SOFTWARE KNOWN

- ❖ Galileo
- ❖ Amadeus
- ❖ MS Office

Work Experience

Cargo Operation Agent _Air India _Bangalore India

From Jan 2020 To Nov 2021

- ❖ Work directly with customers discussing shipping options and calculating costs to deliver mail and freight domestically and/or internationally
- ❖ Receive and prepare items to be shipped, obtaining their dimensions and helping customers select the right protective packaging in order to guarantee safe delivery
- ❖ Prepare all bills, invoices, liability waivers and other documents for customers to review and sign prior to shipment
- ❖ Convey all items to packaging and warehouse teams alongside shipping instructions
- ❖ Monitor daily shipment inventories and logs to verify that items were picked up at the right designated times with the correct route info
- ❖ Use tracking software to follow the progress of shipped items and to both confirm their receipt and notify customers of completed deliveries
- ❖ Take the necessary steps to retrieve, process and record all of the paperwork and funds accompanying certified mail or payment on delivery packages
- ❖ Coordinate with freight manager and other shipping department personnel to help track down deliveries that are either lost or delayed

Counter Staff _Akbar Travels of India Pvt Ltd_Kochi

From Mar 2019 to Dec 2020

- ❖ Handling sub agents on Amadeus, Abacus and Galileo through mail and telephone.
- ❖ Handling walk in passengers on all sectors and on all carrier. Handling reissues with and without any ADC on all THREE GDS (Amadeus, Abacus and Galileo).
- ❖ Making international booking and issuing.
- ❖ Taking confirmation of seats from airlines such as
- ❖ 9W/SV/EK/GF/AI on all carrier in lower class (RBD) as per the requirement of sub agents and walk in Pax.
- ❖ Handling of cancellation and refund on all Three GDS.
- ❖ Handling reissue on all Three GDS (Amadeus, Abacus and Galileo).
- ❖ Checking out for VISA requirement from visa department and providing it to the passenger.
- ❖ Handling of group booking of corporate clients and of sub agents.
- ❖ Handling Hajj and Umrah group booking of sub agents.

KEY COMPETENCIES

- ❖ Creative
- ❖ Communication Skills
- ❖ Problem Solving
- ❖ Time Management
- ❖ Team Work
- ❖ Computer Basic knowledge

Educational Qualification

BBA _ Airline & Airport Management

Bharathiar University

From 2017 to 2021

HSE _Higher Secondary Education

Govt of Kerala

From 2015 to 2017

Languages Knows: English Hindi Tamil

Additional Qualifications Completed With Graduation

Diploma in Air Cargo Management

Speed Wings Aviation Institute_ India

From 2018 to 2019

IATA Level 1 Travel & Tourism

Speed Wings Aviation Institute_ India

From 2019 to 2020

Declaration

I am confident of my ability to work in a team. I hereby declare that the information furnished above is true to the best of my knowledge.

Muhammed Rahees MP

