

# Nabil Saad Shaikh

## Travel Professional



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### ABOUT ME

Passionate and committed professional with over 10 years of Travel & Hospitality industry experience. My key strengths include knowledge of the industry and my ability to work well with individuals from different nationalities and cultures. I am looking to work within a challenging environment in a position that employs my skills, emphasizing my experience and qualifications.

### EDUCATIONAL HONOR & ACCOLADES

- Bachelor's Degree in Commerce from Mumbai University.
- Certificate of Appreciations and Quality GEM Award
- Excellent communication skill and rapport building getting commendations from internal and external clients.

### KEY STRENGTH & SKILLS

- Experience in MS Office
- Time Management & Adaptability
- Self – Motivated, Confident and a soft spoken Individual
- Interpersonal, Organisation & Excellent Communication Skills

### PROFESSIONAL SUCCESS & ACHIEVEMENTS

## **dnata-Emirates Group: From April 2013 to August 2020**

### **Travel & Customer Resolution Consultant**

- Airline Global Distribution system knowledge of Galileo & Sabre including reissues with various other Business applications.
- Sound Knowledge of retail travellers requirements and booking Airline, Hotel, Car & Excursions while planning their holiday package
- B2C & B2B Sales and Customer Service and to achieve set targets with destination knowledge and recommendation
- Delivered customer experience and Sales at 90% with Quality
- Sound Knowledge of Purchasing, Contracting, and Loading while dealing with booking management.
- Complex Hotel booking management with expertise in understanding hotel reservations and to effectively manage relocation, Post Travel & In house complaint

## **Etihad Airways: From December 2010 to January 2013**

### **Corporate Travel Executive**

- Airline Global Distribution system knowledge of Amadeus & Sabre including reissues.
- Corporate Travel Booking including flights, hotel, Visas & Car hire
- Handled Inbound calls in differently skill set and mainly related to Travel & Trade
- Handled inbound B2B & B2C clients of Hala Abu Dhabi including Visas, hotel arrangements and chauffeur service.

## **INTEREST & HOBBIES**

- Travelling & Exploring
- Music
- Connecting