



SYEDKAZIM PERWAIZ

House No.A-20 Bilal Town

Malir Halt Karachi-75210

Cell No. +923212848275

contactkazim@gmail.com

Objective.

To succeed in an environment of growth, excellence and earn a job which provides me job Satisfaction and self-development and help me to achieve personal as well as organization goals.

Name:	Syed Kazim Perwaiz
Father's Name:	Syed Kamal Mustafa (Late)
Date of Birth:	03March 1970.

Experience.

1st Apr'21-Uptil Now. ***Janson's Group of Companies Limited/Skyworld Travel International UK***
Janson's Group of Companies Limited has a wide range of products and Operates in UK & Pakistan
Manager Contact Centre.

In This Organization My main duties & responsibilities are.

- Managing operational shifts floated (Fixed) and Ad Hoc task.
- Supervising reservation team to ensure timely information passage to the passengers regardingtravelling reservation.
- Handling of Skyword International UK's customers.
- Liaison with Local and International customers via email and telephone conversation.
- Streamlined and managing customer complaint system for timely closure of the complaint by keeping best industry's practices of complaint management System.
- Leading 40 members team of inbound department.
- Superintending included supervision all customers' queries regarding fares, schedules, reservations and Ticket issuance requirements.
- Supervising reservations using reservation system SABRE.
- Providing weekly and periodic reports to stock holders in order to review operational policies.

1st Mar' 16-16th Mar20. ***Bukhari Travel & Tourism Services (Industry Sales Department/B2B) KHI***
BTTS has a wide range of products and Operates as a partner in all over Pakistan. From the platform of BTTS I also worked for Pakistan's most esteemed Travel and Tourism expo "Pakistan Travel Mart" as BDM and successfully on boarded Karachi's giants Travel and Tourism Companies.

Business Development Manager.

In This Organization My main duties & responsibilities were.

- To expand Business relationships and confidence with personalized and caring services.
- Maintaining a liaison with clients/Agencies.
- To Visit clients on Daily basis.
- Recovery follow ups.
- Coordination B/W agencies and Ticketing team regarding ticket issuance matter/grievances. (Supervision)
- Correspondence with GDS provider for the issuance of IDs for newly boarded agencies.
- Exclusive Working on GDS Segments development.
- To Maintain the Other responsibilities according to the circumstances. All necessary related works.

01st Dec2014-30th Sep2015. *Sonya Travels (Pvt.) Ltd. (Industry Sales Department/B2B)* **KHI**

Sonya Travels provides B2B services in the Market and deals in Industrial sales.

Counter Supervisor.

In This Organization My main duties & responsibilities were.

- Prompt and Polite customer dealing on Counter/emails/telephones.
- Maintaining a liaison with clients even when there is no current Business.
- Developing Business relationships and confidence with personalized and caring services.
- Ticketing &Reservations of all airlines, of all sectors.
- Reservations on Phone and emails from Agents/Clients. Work on Market fares for the most frequently used airlines,
- To correspondence for ad hock with airlines for groups.
- To provide technical support to the counter staff. Other responsibilities which management assigned. All necessary related works.

12th Sep 2011-30th Nov2014. *Quality Aviation Pvt. Ltd.* **KHI**

Quality Aviation is an official Partner of the Carlson Wagonlit Travel Partner Network and Operates as a partner in Pakistan.

Senior Travel Consultant/Implant Officer.

In This Organization My main duties & responsibilities were.

- Making reservations using Reservation Systems ABACUS/Amadeus.
- Providing Customer support services to corporate clients for LHE-ISB-KHI Offices as well
- Promotion of value-added services offered by the Company/airlines.
- Answering of queries by Emails to corporate clients.
- Consultancy and proceeding for Visa obtaining.
- Invoice handling.
- To issue domestics & International tickets.
- To work on Fares.
- Preparation of visa documents. All necessary related works.

1st Feb2009-10th Sep2011. *Gerry's HRG (Hogg Robinson Group)* **KHI**

The worldwide network that provides a range of corporate services which add real value to our clients' travel expenditure.

Implant Officer.

In This Organization My main duties & responsibilities were.

- Making reservations using Reservation System ABACUS/Galileo.
- Providing Customer support services to Proctor & Gamble Company at their company.
- Promotion of value added services offered by the Company.
- To Email and queue for Limousine Service and Stop over paid by airlines.
- Answering by Email and chat service. Comprehensive support, assistance, consultancy on various products and services offered by different Airlines to Customers.
- Consultancy and proceeding for Visa obtaining.
- Using Queues and Complains Management System.
- Invoice handling.
- To issue tickets domestics & International.
- To work on Fares.
- All essential related works.

1st Oct 2007-30th Sep2008. *ETIHAD AIRWAYS.* **KHI**

The Airline is a National flag carrier of UAE.

Reservation & Ticketing Agent.

In This Organization My main duties & responsibilities were.

- Making reservations using Etihad Air Ways Reservation System AMADEUS.
- Providing Customer support services to Etihad Airways passengers via In-bound and Out-bound calls.
- Promotion of value added services offered by the national flag carrier of UAE.
- To take action on Travel Agent's PNR according to the policy.
- To Email and queue for Limousine Service and Stop over Connection Stay at the cost of Air Line to relevant Stations.
- Entirely required associated Tasks.

01st Sep 2003-30th Sep 2007.

NCR/PIA Contact Center.

KHI

Customer Services Representative/Travel Consultant.

The Contact Center works on behalf of Pakistan International Airlines.

In This Contact Center My main duties & responsibilities were.

- Responsible for the handling of shift wise tasks, smooth running of operations and prioritization of daily task.
- Handling the queries to inform passenger's regarding their reservation's need any further changes.
- Responsible for providing quality services to PIA customers.
- Customer interactions through email chat and call with local and international customers.
- Handling the Complaint Management System, closing complaints and responding to customer queries.
- Training of new employees for the department.
- Shift supervision for the entire inbound department when needed, managing around 40 agents at a time.
- Responsibilities included managing all customer queries regarding fares inquiries, schedules and reservations requirements.
- Making reservations using PIA Reservation System SABRE. All required allied everything.

Academic Qualification.

- | | |
|---------------|---------------------|
| ● MA in IR | Karachi University. |
| ● B. Commerce | Karachi University. |

Professional Courses.

- | | |
|--------------------------------------|-----------------------|
| ● Diploma in Information Technology. | NCR Education Center. |
| ● Certificate in SABRE GDS. | PIA Training Center. |
| ● Tariff & Ticketing | PIA Training Center. |

Computer Literacy.

I can easily work on

- MS-Word.
- MS- Excel.
- MS- Power Point.
- Internet.

Languages.

Can speak up English, Urdu.

Interest.

- To Play and Watch Cricket.
- To Watch Talk & Quiz Shows

Served Companies as Corporate Customer Supervisor

- P&G (HO, Port Qasim, Hub Plant)
- Barclays Bank
- Citi Bank
- Merck Marker
- NIB Bank
- SSGC
- ATCO
- Novartis Pharma
- SCB
- Bayer Crops Science & Health
- Eli Lilly