

CURRICULUM VITAE



MUSTAFA DHOLFAR

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OBJECTIVE:

To be a part of reputed organization, work in healthy and challenging environment and create an equivalent working condition for others. To keep on growing with the organization my talents to the best of my ability.

ACADEMIC QUALIFICATION

- B COM- Bachelor of Commerce (Pune University), Pune- India.

TECHNICAL QUALIFICATION:

- IATA / UFTAA (International Air Transport Association) Aviation Training & Development Institute, Distance learning, Montreal, Quebec, Canada.

COMPUTER KNOWLEDGE:

- Fundamentals of Computers, Ms-Dos, Windows 95, Ms-Word, Ms- Excel, Ms- PowerPoint.

WORK EXPERIENCE:

- **Worked at ATPI Travels LLC as Senior Travel consultant in Dubai from FEB 2019-JAN 2021.**
 - Responded to customer travel requests received via all means of business contact (in person, phone, e-mail or fax) for Air reservations in an efficient, courteous and timely manner.
 - Performed all functions relating to the booking, administrative and accounting tasks necessary to process electronic and other travel documents as it related to customer requests and industry requirements.

- Promoted and sold travel products and services.
- Provided clients with a positive experience utilizing analytical and strategic skills.

- **Worked at Weatherford Oil Tools & Middle East LTD. in Dubai from FEB 2011 to JAN 2019 as Travel Coordinator-Iraq & Dubai.**

- To assist in all travel activities for Weatherford employees and related business associates. This includes ongoing business, training related & Rotation travel for employees, consultants, contractor staff.
- Consistently ensuring optimal pricing and customer service for all travel related expenses and activities
- Arrange airline tickets for new employees relocated to UAE & Iraq, or for resigned/terminated employees or for existing employees travelling on business/training/meeting/Rotation.
- Provide research about destinations, plan trips for the employees and their families if required in accordance to HR policy manual.
- Process internal Weatherford approval for travel arrangements
- Liaise with hotels, airlines and agents to confirm bookings in order to avoid any delay.
- Advice Finance, HR, Training in case of cancellation of trip or a change occur to the trip plan.
- Coordinate with the other departments such as finance for Payment
- Plan and book travel and accommodation in line with both the internal customer's requirement and our travel policy
- Manage complex international schedules
- Ensure that the travel policy is adhered to, monitor and review the process regularly and liaise with external travel providers to negotiate and constantly look for improvements in the process.
- Keep up to date knowledge of international travel regulations and requirements
- Perform with Travel Agency to verify travel details and arrange reservations using existing flight schedules as well as Internet resources.
- Develop and maintain good working relationships with agencies & hotels to ensure prompt resolution of issues

- Coordinating with Security team in Iraq for employees arriving in Iraq
- Updating employees with Security Travel brief along with tickets on every travel.
- **Worked at Sharaf travels LLC as a Travel consultant in Dubai from DEC 2007 to JAN2011.**

1. Handling Weatherford Oil Tool Middle East LTD.(Implant travel desk)

JOB PROFILE: Corporate Accounts to Ensure.

- To have a constant interaction with the Account Manager for the account.
- To ensure compliance with the SLA (Service level Agreement) and client travel policy.

PROFILES

- Ensure to confirm availability plus convey tentative itinerary to respective traveler for approval.
- Confirm reservations, distributes tickets along with confirmations to traveler.
- Research on optimal travel alternatives.
- Maintain and update profiles for corporate as well as customer travel.
- Identify most suitable as well as best quality service with reasonable possible rates.
- To ensure that the tickets dispatched from Back Office are attached with the invoices along with TRF.
- To ensure that the cancelled tickets are received within the time limit & Coordinate with the Accounts department for payments.
- Responded to customer travel requests received via all means of business contact (in person, phone, e-mail or fax) for Air reservations in an efficient, courteous and timely manner.
- Provided clients with a positive experience utilizing analytical and strategic skills.

- **Worked at Mufaddal tours and travels as a travel consultant and international counter staff in Pune(India).**

- Provide literature and information to clients concerning local, interstate and international tours, travel routes, accommodation, local customs, fares, and travel regulations
- Discuss client requirements and advise on suitable options
- Plan, prepare and cost itineraries (travel plans) for clients
- Make travel, accommodation and related bookings
- Confirm bookings and notify clients of luggage limits and insurance, medical, passport, visa and currency requirements
- Issue tickets for travel, accommodation vouchers and all relevant documentation
- Collect payments and maintain records of transactions
- Assist with changes to travel arrangements and bookings where required.

Personal Attributes:

- **Ability to work under pressure**
- **Willing to take responsibilities**
- **Interested in working as a part of team**
- **Good communication skills**

PERSONAL DETAILS

Date of Birth : 11-04-1987

Father's Name : ASGAR ALI DHOLFAR

Gender : Male

Nationality : Indian

Religion : Muslim

Marital Status : Married

Languages Known: English, Hindi & Gujarati

HAVING VALID DRIVING LICENSE OF UAE

DECLARATION

I hereby declare that the above information is true and correct to the best of my knowledge.

MUSTAFA DHOLFAR