

Hussain Ashfaque

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▼ Value and Contribution

- ✦ Responsible for business development and account management for the business worth AED 5 Million
- ✦ Understanding of Business objectives and Customers' needs
- ✦ Developed reporting system
- ✦ Critical thinking and Ideas contributions sessions conducted to provide best deals to customers
- ✦ Maintain the trust and confidence to retain the customer
- ✦ Committed to deliver unmatched services and value to customer

▼ ACHIEVEMENTS

- ✦ 2017: Best Employee of Month July
- ✦ 2016: Local DTCM Training for Tourism Sector
- ✦ 2015: Best Team Member
- ✦ 2014: Best Performer in Q1
- ✦ 2013: Excellent Tour Manager for USA Tour series
- ✦ 2012: Best Performer in Q2

▼ Experience

Mahey Tourism-Operation Manager

01-08-2014 – Present

- ✦ Coordinate transportation, accommodations, and itineraries for domestic and international trips for clients based on client's needs, budgets, and expectations.
- ✦ Getting network with representatives of hotel chains, airlines, tourist attractions, and other destinations to create deals that saved clients and average of 25 percent per trip.
- ✦ Utilizing the latest sales techniques to upsell products and services to enhance client's overall experience.
- ✦ Organize, direct and evaluate food and beverage service.
 - ✦ Recruitment and **training** of staff.
 - ✦ Shift scheduling.
 - ✦ Performance management; monitor staff performance and provide feedback.
 - ✦ Purchase and control of inventory.
 - ✦ Monitor revenues and expenses.
 - ✦ Ensure practice of health and safety regulations

London Travel and Tourism-Operation Manager

20-04-2012 to 01-07-2014

- ✦ Managed 10 agents to ensure they properly handled client requests and fulfilled their duties as expected.
- ✦ Handled customer service issues, including unhappy clients, missed flights, overbooked hotels, mistakes in the itinerary, and other last-minute problems.
- ✦ Educated clients on travel requirements for international destinations, including visas, passports, and customs. Coordination with hotel sales team for normal allocation and any additional holiday block.
- ✦ Representing London Travel and Tourism in all road shows and exhibitions.

Wings Tours and Gulf L.L.C-Asst Operation Manager

18-12-2006 to 06-04-2012

- ✦ Responsible for all area operations of Tourism division
- ✦ Reporting to Operation Manger & General Manager directly
- ✦ Involved in day to day activities of Sales and marketing Dept, operations Dept and finance.

Coordinating with reservations managers for maximum room revenue and less regrets

▼ Education

Mahatma Jyotiba Phule (Mumbai University)

01-07-2000 – 08-08-2003

Bachelors of Commerce

▼ Skills

- ✦ Customer relationship management
- ✦ Identifying accurately recording guest needs and special requests
- ✦ Aiming to ensure guest satisfaction achieves the minimum required standard
- ✦ Proactively managing the quality performance of the Operations Dept. and Sales team
- ✦ Sales and Relationship Managerial
- ✦ Leadership Analytical
- ✦ Problem solving Interpersonal & Communication Negotiation
- ✦ Precision & Multitasking Presentation
- ✦ I.T., MS-Office, MS-Excel

▼ Personal Information

- ✦ Marital Status: Married
- ✦ Date of Birth: 8-10-1980
- ✦ Number of dependents: 3
- ✦ Visa Status Employment
- ✦ Valid UAE driving license

▼ References

[Available upon request.]