

Hussain Ashfaque

- Contact +971509290399 / + 971552721993 / +971544386901
- Email ashu018352@gmail.com / mwsashfaque@gmail.com
- LinkedIn Profile : Hussain Ashfaque <http://linkedin.com/in/hussain-ashfaque-80b22298>



▼ 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.]