

Tel:

00971-50 8273529

Email:

Riz iq@hotmail.com



RIZWAN IQBAL

Career Objective:

To obtain a position in the field of management especially with a financial organization, that could provide dynamic and challenging work environment with tremendous opportunity for personal learning, growth and development.

Professional Experience:

"ETIHAD AIRWAYS" As GUEST CONTROL SUPPORT ADMINISTRATOR for 5 years from November 2015

- Works form drafting documents to create presentations, documents and final reports for mailing and distribution.
- Assists in developing and implementing business processes.
- Makes sure all tools are managed with accuracy and stores all historical data.
- Manage the email portal and assigning emails to staff for swift action during the shifts.
- Responsible for coaching, counseling and developing skills for staff.
- Manages work procedures and expedites workflow.
- Provides recommendation for employee performance (disciplining, coaching and counseling).
- Create and maintain an environment of mutual and reciprocal trust, respect and confidence with the department and when dealing with internal/outstation colleagues.
- Meeting with Revenue Management team to review on weekly Denied Boarding and Downgrade reports.
- Effectively manage passenger dispensation on over booked flights as a result of equipment changes on direction from the Guest Control team.
- Assisting the hub staff with their queries related to misconnection nesting guests and system related issues.
- Providing the month end team performance report for the team.
- **Social Media** sending responses through **Sprinklr** on all private and public messages received on Facebook and Twitter.

"ETIHAD AIRWAYS" as RETAIL SALES COUNSELOR for 3 years from August 2012

- Delivering consistent exceptional levels of face to face customer service
- Achieving agreed individual sales targets and maximum contribution to our revenue targets.
- Presenting a high level of personal grooming and appearance in line with the Five Star image of the Etihad Airways brand.
- Selling the full range of Etihad products including Airline tickets, holiday packages, accommodation, attractions, events, ancillary products, car rental, travel insurance, destination management services and merchandise.
- Completion of all bookings and reporting in accordance with the retail sales accounting processes and procedures ensuring accurate and prompt financial transactions.
- Working under pressure situation at the airport ticketing office T1 and T3.
- Flexibly working with Airport operation team and ticketing team with commitment.

"OMEIR TRAVEL AGENCY LLC" as TRAVEL CONSULTANT for 3 years from August 2009

Managed a travel desk in **ESNAAD (ADNOC GROUP)** providing a complete range of service regarding travel and tourism. Handling walking clients as well maintaining daily sales report invoicing and recovery of payments. Familiar to work on AMADEUS and SABRE GDS systems. Preparing LPO'S on daily basis submitting and collecting on weekly basis.

“GERRYS TRAVEL (HRG GROUP)” as TRAVEL CONSULTANT for 1 year from February 2008

Corporate clients served under tenure:

Nokia Group
Glaxo Smith Kline
Barrett Hodgson
Iffco Pakistan

Travel desks managed under tenure:

Barclays bank
Pfizer
Proctor & Gamble
Engro Pakistan

“POLANI TRAVELS” as TRAVEL CONSULTANT for 5 years from July 2002

Dealing with the corporate as well as the walking clients on Domestic reservation and ticketing.

Professional Qualification:

Certified in **PROFESSIONAL TRAINING COURSE IN AIR TICKETING & TARIFF** from **MPL TRAINING CENTRE**

Holding Diploma from **Amadeus For Completing the CENTRAL TICKETING COURSE (REFUND & REISSUE WITH DISTINCTION).**

Certificate of achievement with distinction for completing **THE SABRESONIC PASSENGER SERVICES SYSTEM TRAINING COURSE.**

Certificate **“PARTICIPATING IN GALILEO PAKISTAN & SINGAPORE AIRLINES PRODUCT WORKSHOP”**

Academic Qualifications:

BACHELOR:	UNIVERSITY OF KARACHI	(2008)
H.S.C	D.H.A. DEGREE COLLEGE FOR MEN	(2000)
S.S.C	NASRA SECONDARY SCHOOL	(1998)

Certified **“One-year diploma in COMPUTER SCIENCE”** from **“NCR EDUCATION CENTER”** in the year (2000).

The Course INCLUDES:

- ❖ Computer Programming (FOX PRO, C++, ORACLE, BASIC).
- ❖ Software & Hardware Installation.
- ❖ Trouble Shooting.
- ❖ Assembling P.C.
- ❖ Working on different projects (preparation and presentation) regarding programming.
- ❖ M.S. OFFICE (Word, Excel, Power Point, Outlook)
- ❖ Internet, E-Mailing, Downloading, Browsing.