

# Fahim Khalil Baig

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Mob: +971 551754204

Hobbies: Sketching & Travelling

Visa status: UAE Resident visa



Professional Objective - Aim to continuously learn and add value to the organisation utilising my skills and work experience as an individual and a team member.

Career Summary: Comprehensive and diversified 15+ years of experience in techno functional work streams with focus in Airline Revenue Accounting function. This includes 6+ years of analytical and revenue assurance experience while delivering various customer requirements, by effectively understanding, meeting & satisfying both client & organisation requirements. Besides, I have excellently handled Airline Revenue Account Billing disputes (Payable & Receivables) by corresponding with various stakeholders including business, technology, customers and internal & external departments.

## Work Experience

Jul-2014 till date

**Lead – Business Operations – Accelya Technology Solutions - DUBAI (A product company, specialised in Airline Revenue Accounting, Business Process Outsourcing and Data Analytics)**

### Job outline

- Independently manage various operational and strategic projects for different customers using Accelya services and products
- Analyse & define stakeholder requirements for multiple passenger revenue accounting projects.
- Translate business needs & objectives into system requirements and liaise with technology team for development and delivery.
- Liaise with customers/users on operational transactions, including data management, accounting & reconciliation, processing, MIS & problem solving.
- Managing a portfolio of companies operating employee share plans within a team framework.
- Assist in identifying new system tools & enhancement to existing system.
- Perform User Acceptance Testing (UAT) & document details to ensure solution meets the client's requirement.
- Provide on- site support by process review, consultation & training.
- Generating & maintaining control reports as per international quality and audit standards like ISO9001 and SSAE16.
- Interpretation and Decrypting customer-supplier contracts/Agreements and align them to system configuration to facilitate the processing in effective manner

2010-11 - 2014-07

**Revenue Accounts Supervisor - Emirates Airline, DUBAI**

### Job outline

- Liaise with client, partners, industry mediators, system developer & colleague on process & product function
- Verify accounts by reconciling statements and transactions.
- Resolve account discrepancies by investigating documentation; issuing stop payments, or adjustments
- Pay invoices by verifying transaction information; obtaining authorization of payment.
- Maintain financial security by following internal accounting controls.
- Maintain financial historical records by filing accounting documents for Audit requirement
- Obtain revenue by verifying transaction information; computing charges and refunds; preparing and mailing invoices; identifying delinquent accounts and insufficient payments
- Preparing & submitting monthly Revenue reports as per the agreed SLA

2009-03 - 2010-11

**Auditor-** WNS (*World Network Services*) *Global Service Private limited. INDIA*

RRG-SABRE (GDS) Audit.

**Job outline**

- Prepare audit and control reports by collecting, analysing, and summarizing operating information and trends.
- Collect evidence to obtain reasonable assurance that the revenue collected are free of material misstatement
- Providing qualified opinion to the investor with a fair view of the company's situation except for certain stated circumstances
- Communicate audit findings by preparing & documenting report, discussing findings with other superior
- Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks.

2005-10 - 2008-11

**Account Officer** - *Adventity BPO India Pvt Ltd. INDIA* (Etihad Airways)

**Job outline**

- Supervising & review the work in progress to ensure its completion in accurate & timely manner.
- Generating weekly reports from the client's vision.
- Reporting to the operations head & setting quality parameters.
- Resolving the queries of the team members related to process & billing dispute.
- Management the responsibility of the Team Head & Jr.Officer in their absence.
- Discovering / Identified the innovative ways for the smooth flow of the process.

## Overseas Projects

**Business Consultant**

- Deployed in **Malaysia – Kuala Lumpur** (2006-06 – 2006-08) & **South Africa – Johannesburg** (2006-10 – 2008-07) to train & assist client on system functionality, assist workload/billing settlement (Payable & Receivable).

## Achievements

- NAJM appreciation award for the outstanding efforts to manage the unexpected workload due to the POLER Vortex-FEB-14- *Emirates Airline*
- Proposed Certification for the best innovative Idea (KAIZAN) which has benefited Company as well as Staff performance-2010 - WNS
- Recognize by Revenue Accounts Department for the excellent support & training provided during deployed period – 2006- 2008 – *South African Airline*
- Awarded for Excellent performance in Malaysia for the month- Aug-2006 – *Mercator*
- Certified by MERCATOR Dubai (RAPID) for the performance in Malaysia-2006 - *Mercator*

## Transferable Skills

- Microsoft Office excel proficiency
- Inhouse certified business analyst
- Effective time management to deliver high quality service

## Academics

- Bachelor of Commerce
- Completed IATA Foundation Level from IITC Institute of Management, Ghatkopar, INDIA
- Diploma in International Airline & Travel Management from IITC Institute of Management, Ghatkopar. INDIA
- Diploma in Travel & Tourism course from Trade wings institute of Management, Thane. INDIA