

Ibrahim Qureshi

Career Objective

Approach with appropriate professional carrier in the field, to work with an organizational environment where my abilities and knowledge are stretched to maximum, providing challenging and innovative jobs to perform along with an ample opportunity of growth.

Education

Completed BBA (Honors-Travel & Tourism Management) from C Z Patel College of Business And Management, Sardar Patel University, Vallabh Vidhya Nagar during the academic period of March-April 2013 with the score of 56 % percentage.

Completed 12th (Commerce) from St. Xaviers High school, Jamnagar under GSHSEB (Gujarat secondary and higher secondary education board) during the academic period of March-April 2008 with the score of 48 % percentage.

Professional Skills & Computer Proficiency

Professional Skills :

Operations, Customer Service, Purchase Management, Event Management, Quick Learner, Team Player, Hard Working

Computer Proficiency

M.S. Office, Assessing internet for research & official communication and Handling software operations.

Experience

Thomascook IND LTD.

Mar 2017 – Oct 2018

- Working as Assistant Sales Manager (Leisure Travel-Outbound)
- Sales for international products + Domestic Products (Group Tours + FIT + ADHOC).
- Making Customized holiday packages for both international and domestic.
- 24*7 Assistance to Clients.
- Handling the entire store at a particular location.

Travel Designer Group IND PVT LTD.

Sep 2014 – Mar 2017

- Working as a Client Support Executive
- Handle the check in issues for the booking and reconfirm the booking made worldwide.
- Working in a flexible shift 24X7 Department.
- Handling the special bookings for the VIP & CIP person.
- We work as a team and handle all the issue for over the branches in 13 countries and growing.
- Responding the quires over the phone and email and also communicate with the hotels and the suppliers.
- Worked as a contracting executive for Thailand and Dubai.
- Negotiate with the hotel for better rates and uploaded the contracts after verifying.

Effective telecommunication services, Vadodara Chat Representative (Verizon)

May 2013 – Oct 2013

- As a chat representative I used to handle chats for Verizon Telecommunications.
- Analyze the needs of the customers and provide them solution based on their needs.
- Use to guide customers through whole Verizon web site also assisted them in buying the best products.
- Proved customer support to the Verizon customer through different online software provided by the company.
- Sometimes use to solve their technical problems as well.
- Guide them to accordingly so that they get the best customer service experience.

- Use to inform about all the documentation formalities.
- Responsible for collecting the necessary document's for International Visa.
- Collected and verified the document so that the Visa process is smooth for the customer.

Other Field work experiences and projects

- Successfully handled tourism event "Rann Utsav" Held In Kutch From 15TH Dec to 15th Jan for the year 2012-13.
- Actively participated for 4 years in "World Tourism Day" held in college for the year 2009-10, 10-11, 11-12, 12-13

Personal Details

Name: Ibrahim M.Siddiq Qureshi
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