



AFZAL BAPPU

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ADMINISTRATION OFFICER

Administration Assistance | Travel Management | Customer Service

PROFESSIONAL SUMMARY

Hardworking Administrative Assistant Executive with 7 years of experience in Oil and Airline industry. Well versed in airline reservation and ticketing systems. Successfully planned and coordinated company events and team work activities. Committed to maintaining professional relationships with clients to increase profitability and drive business results

SKILLS

- Advanced Skill in Computer such as Outlook, Word, Excel, and Powerpoint.
- Administration Assistance, Cash handling, Invoicing, making reports, presentations
- Customer Complaint resolution assistance
- International English Proficiency – 7 band in IELTS

WORK HISTORY **SEPTEMBER 2018 –CURRENT**

Call Center Service Representative | Sharjah National Tourist & Travel | Sharjah

- Reservation and ticketing using Amadeus & Sabre GDS, as well as other online airline systems
- Ordering and taking stock of office supplies
- Prepare Daily sales report through E-travel Network.
- Adhered to company policies to consistently achieve call-time and quality standards.
- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Greeting and directing visitors and new staff to the organization.

SEPTEMBER 2016- OCTOBER 2017

Administration Assistant | Al Futtaim Travel | Dubai

- Arrange holiday packages, hotel bookings and issuing vouchers through online portal and other offline hotel suppliers too.
- Provided exemplary customer service to new and existing clients which helped build lasting relationships and secure new travel assignments.
- Developed loyal clientele base due to excellent listening and research skills and keen understanding of travel budgets.

JANUARY 2015- MAY 2016

Customer Experience Agent | Go Emirates-Lufthansa City Centre | Ras Al Khaimah

- Reservation and ticketing using Sabre and Amadeus GDS
- Arranging transit and tourist visa as per the customer requirement, ticket reissue, refunds
- Utilize telephone, online chat and email platforms to deliver outstanding customer service.

JUNE 2012-JULY 2014

Corporate Travel Agent | Skyline Travel | Sharjah

- Reached out to airlines, hotels, rental car companies and proactively resolve issues.
- Managed administrative functions such as billing, expense and commission tracking.
- Responded to clients questions, issues and complaints and implemented appropriate actions

JUNE 2009-MARCH 2012

Implant Office Coordinator | Petrofac | Sharjah

- Mostly handling airline tickets for the staff of Petrofac.
- Prepare Daily sales report through E-travel Network.
- Cash handling, invoicing

EDUCATION

MARCH 2003

High School Diploma

Kerala Board of Higher Secondary Education, Trivandrum

CERTIFICATIONS

Business Etiquettes course completed from Emirates Aviation College, Dubai
Worldspan GDS training completed from stargate Cyber active, Dubai
Airline reservation and ticketing diploma from Patriot Aviation, Thrissur