

**Saddam Husain**

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**Visit Visa Valid Until - 26 Oct, 2023**



## **CAREER OBJECTIVE**

To work with an organization to build upon my existing abilities with solution oriented approach so that I get a chance to utilize my professional and functional skills and my past experiences.

## **CORE COMPETENCIES**

Client Servicing | Ticketing Executive | Indoor and Outdoor Works | Team Player | Creativity | Commitment | Learning Ability | Goal Driven | Adaptable

## **EMPLOYMENT HISTORY**

### **GLOBAL CONNECT SERVICES (Travel Agency)**

**Feb2018 – July2023**

**Proprietor**

#### **Job Description:**

\*Well known with Airline reservation and ticketing. Knowing very well customer Requirement and how to handle them in difficult situation. Well Known with back office queries related to Fares and other queries of all airline rules and Regulation.

\*Very well versed with Airline contracts and there rules.

\*Able to handle International Reservation with multiple Airlines and multiple destinations.

\*Responsible for issuance of tickets with correct fare and with correct fare rules and regulation as per airline contracts to avoid airline debit note.

\* Responsible to issue ticket portal basic.

**Aai Tak Services (Travel Agency)**  
**Sr.Customer Support Executive (Operational)**

**Nov14 - Feb2018**

**Job Description:**

- \* Responsible to handle and manage all travel related queries whether it is domestic or International on portal basis.
- \* Visa Handling through visa team, Cab Booking through vendors, Insurance.
- \* Issuance of Travel Insurance.
- \* To process the refund of the tickets.
- \* To build better relationship with Airlines, Hotels, Client, Offshore desk, etc.
- \* To maintain updated record of Sales executives, clients and vendors.
- \* Ensuring a smooth implementation of the customer and to maximize customer satisfaction.
- \* To prepare sales report weekly and complete the billing along with approvals and other.
  - \* Purchase and sale of foreign currencies.
  - \* Instant local cash transfer/ Receive within IndiaElectronic Transfer globally
  - \* Instant Money Transfer
  - \* Remittance Services

## **Additional Information**

### **Company's name & job responsibilities-**

- Aaj Tak Services                      4 year as Sr.Customer Support Executive (Operational).

## **EDUCATIONAL QUALIFICATION**

<b>Examination</b>	<b>Year</b>	<b>Board/University</b>	<b>Grad</b>	<b>Specialization</b>
B.B.A	2011-2014	DR. RAJENDRA PRASAD (Faizabad)	First	Business
12 <sup>th</sup>	2009-2011	U P BOARD	First	Science
10 <sup>th</sup>	2007-2009	U P BOARD	First	Mathematics

## **PERSONAL PROFILE**

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**Father's Name:** Late Mr. Afaq Ahmad  
**Date of Birth:** August 18, 1992  
**Nationality:** Indian  
**Religion:** Islam  
**Gender:** Male  
**Passport no:** P0836759  
**Languages:** English, Hindi and Urdu.

**Name:**

**Signature:**