



SHIHABUDEEN. B

CONTACT

+971 52 3218993

shihabiatacan@gmail.com

Dubai, UAE

ACADEMIC CREDENTIALS

HIGHER SECONDARY

- Board of Higher Secondary Examination, Kerala, India

SSLC

- Board of Public Examination, Kerala, India

TECHNICAL QUALIFICATION

- International Diploma (IATA/UFTAA CANADA)
- Diploma (Airline & travel agency management (EBT course))
- GDS (Galileo)

COMPUTER PROFICIENCY

MS Office ★ ★ ★ ★ ★

Basic Operation ★ ★ ★ ★ ★

Internet & Email ★ ★ ★ ★ ★

CAREER ABRIDGEMENT

To achieve a challenging position in a professional organization through self - improvement by excelling in all responsibilities with sincere hard work, dedication & commitment. To work towards the development of the organization & grow with it.

KEY SKILLS

- Team Work
- Work Ethic
- Analytical skills
- Leadership Quality
- Decision-making
- Time Management
- Self-motivated
- Problem Solving Ability
- Hardworking
- Positive Attitude
- Honesty

EMPLOYMENT CHRONICLE

BRANCH IN-CHARGE | 6th Mar 2011 – 7th Mar 2022

LULU INTERNATIONAL EXCHANGE LLC, ABUDHABI, UAE

- Provision of branch activity reports to Management.
- Supervising and supporting branch staff in the day-to-day completion of their duties.
- Managing the achievement of branch objectives and targets.
- Transaction/cash reconciliation
- Adherence to Audit Requirement.
- Branch compliance Management.
- Branch opening and closing activities.
- Direct all operational aspects including distribution operations, customer service, human resources, administration and sales.
- Assess local market conditions and identify current and prospective sales opportunities.
- Develop forecasts, financial objectives and business plans.

TICKET CONSULTANT, TOUR OPERATOR & OFFICE ADMINISTRATOR

| 1 Year

AIR TRAVEL ENTERPRISE

- Welcoming visitors and directing them to the relevant office/personnel.
- Carrying out clerical duties such as answering phone calls, responding to emails, and preparing documents, including office correspondence, memos, resumes, and presentations.
- Coordinating and managing appointments, meetings, and the conference room schedule in order to prevent duplicate bookings.
- Responding to inquiries about our company's services and offerings.
- Determining each client's requirements, including destinations, length of stay, and transit time.
- Ensuring that clients pay the deposit before you commence with bookings.

LANGUAGES KNOWN

English		100 %
Malayalam		100 %
Hindi		85 %

PERSONAL DOSSIER

Gender	: Male
Date of Birth	: 01/09/1989
Nationality	: Indian
Marital Status	: Married
Passport Number	: H3245152

INTERESTS



Songs



Travelling



Reading

REFERENCE

- Available upon request

PERSONAL STRENGTHS

- **COMMUNICATION** - Interpersonal skills – verbal, problem solving and listening skills in any administrative role.
- **SERVICE** - Having a client focused approach Skills include Patience, Attentiveness and a positive language.
- **ORGANIZATION** - Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time -management.
- **MANAGEMENT**- Management skills to direct others and review others performance.

ACHIEVEMENTS

- Turned loss branches into profit after taken charge as Branch In charge
- Special Appreciation Received from Senior Management for outstanding and dedicated Customer Services.

DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars

SHIHABUDEEN. B