

Murtaza I Girniwala

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Career Objective:

To use my knowledge and experience appropriately in order to flourish within any given position that I may encounter, where I can be given an opportunity to apply my skills and abilities to help the organization while absorbing any and every experience and knowledge that will provide me with an opportunity for professional growth

Statement of Purpose:

A position in the Organization that will benefit from my Technical Acumen, Skills, Capabilities

EDUCATION

- Basic Course of IATA From IITC Institute Pune
 - B. Com. from Dr. Babasaheb Ambedkar Marathwada University, Aurangabad
 - H.S.C Passed in March 2002
 - S. S. C. Passed in March 2000
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Professional Qualifications:

- Well versed CRS- Amadeus
- Known GDS Galileo

Bhavsar Siali Machin

<u>Duration</u>	: From 02 th Jun. 2020
<u>Designation</u>	: Sr. Sales Executive
<u>Key Responsibility</u>	: Handling Sales, Stock & Admin Work

FCM Travel Solutions

<u>Duration</u>	: From 13 th Dec. 2017 – 20 th Mar 2020
<u>Designation</u>	: Sr. Travel Consultant - Corporate
<u>Key Responsibility</u>	: Handling reservations (International & Domestic), VISAs, Car, Hotels, Travel Insurance, Ticketing, Billing Auditing, payment of Vendor.

Uniglobe Remarkable India Tourism Dev. Pvt

Duration : From 01th Apr. 2013 – 12th Dec. 2017
Designation : Ticketing – Sales Operations
Key Responsibility : Handling reservations (International & Domestic), VISAs, Car, Hotels, Travel Insurance, Ticketing, Billing Auditing, payment of Vendor.

Pushpak Overseas &Tourism .

Duration : From 16th Aug 2008 – 20th Mar'13
Designation : Sr. Executive - Operations
Key Responsibility : Handling reservations (International & Domestic), VISAs, Travel Insurance, ticketing, billing Auditing, invoice submissions and Payment follow-up, calling cards

Planet T Travel Agency .

Duration : From 16th Jun 2007 – 15th Aug'08
Designation : Executive - Operations
Key Responsibility : Handling reservations (Domestic Air Ticket), Ticketing, billing Auditing, invoice submissions and Payment follow-up.

Reliance Web World .

Duration : From 20th Nov 2006 – 15th Jun'07
Designation : Sales Executive
Key Responsibility : Handling Broad Band Section & Video Conferencing

M-Phasis InternationalBPO .

Duration : From 15th Nov 2005 – 13th Nov'06
Designation : Customer Sales Executive & Tele Sales Executive
Key Responsibility : Handling Customer Call and there Problem & Sales Other Product

Key Responsibilities and Professional Skills:

- Ms Office (Word Excel, Power point etc.)
- Internet (Gmail, Outlook) Mailers designing
- Handling references client, walk in Clients. Corporate as well as Travel Agents and aiming to meet their expectations.
- Assisting Passengers as well as travel agents with fares, net fares, tickets and refunds Dom / Intl.
- Hands on experience in reading fares, fare rules, ticketing on Amadeus, Galileo
- Confirmations, Cancellations any several further updations
- Monitoring International and Domestic ticketing both
- Managing VIP/CIP clients in travel trackers
- Pre reconfirmation of flight schedules for the client
- Handling Group (GIT) and FIT
- Hotel booking through GDS as well as direct or other portals.
- Appointment Scheduling, pre-checking required VISA documents
- Having Basic knowledge Documentation for Work Permits and Business visas stamping application
- Covering document support Letters for all type of visa.
- Visa trackers
- Maintaining VISA tracker to track submissions and collections additional requirements decisions.
- Accommodation arrangements – Overseas as well as in India
- Foreign Exchange Calculation
- Handling Calling Cards requirements.
- Vendors Statements reconciliation
- Worked with Sales which is a Customer focused department and was structured and organized to provide the best of best possible service to all our customers.
- Generating revenue for the Company by strengthening professional relationship with customers.
- Attending all calls and quires of client processing of all types passport like fresh passport, minors passport, and renewal of passport.
- Generate bills invoices on the Cash X Software
- Worked Independently and raised the business of the Company by more than Double.
- Dealing with disciplinary matters & customers complaints.
- Communications with sales consultants and providing encouragement, Help and Advice

PERSONAL PROFILE

Date of Birth : 12nd May 1984
Marital Status : Married
Sex : Male
Permanent Address : Flat No. 11 Begampura Police Station Anand Nagar Town Hall
Aurangabad 431003
Contact Number : +919890101995 / 8378954700
Email : murtaza.girniwala@gmail.com
Nationality : Indian
Languages known : English, Hindi, Marathi
Hobbies : Reading, Sports, Music, Traveling

Date :

Place :

(MURTAZA GIRNIWALA)