

# ABDULLA SAEED P AZIZ

## Travel coordinator /Administration

Expertise in blending creative intellect / insight and sharp planning skills for managing business operations and meeting top / bottom-line objectives, targeting senior level assignments as **Administrator / Travel and Transportation Coordinator / Operations Executive / Airline & Aviation / Back-office Sales** with an organization of repute preferably in **United Arab Emirates**

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### PROFILE SUMMARY

- **Revenue Growth** Expert, Proven track record in expanding business and consistently achieving **revenue targets**. Implemented effective marketing strategies to drive significant growth in business volumes.
- **Sales Process** Optimization, Established detailed sales processes and best practices in **account management**. Contributed to organizational success by ensuring efficient sales operations.
- **Operational Efficiency** Maven, Adept at managing day-to-day activities, ensuring smooth business operations. Resolved operational challenges for streamlined and efficient processes.
- Client-Centric **Travel Specialist**, Excel in client relationship management, fostering enduring connections. Skilled in travel and **reservation management** for **corporate and individual clients**.
- Strategic **Administrative Leader**, Recognized for outstanding contributions in administration functions. Proficient in strategic leadership, ensuring stable operations and bottom-line profits.



### WORK EXPERIENCE

#### Since Nov'21, RAMDA .CO. Bahrain, as Travel and Transport Operations & Administration

##### Key Result Areas:

- Managed customer inquiries, providing information about travel packages, transport options, and accommodation details. And Assisted clients with booking and reservation processes, ensuring a seamless experience.
- Handled administrative tasks related to travel operations, including data entry, filing, and maintaining organized records and Coordinated with different departments to ensure timely and accurate processing of travel and transport documentation.
- Executed booking procedures for flights, hotels, and transportation, taking into account client preferences and budget constraints. Communicated important travel information to clients, details, travel restrictions, and safety guidelines.
- Resolved customer issues promptly and effectively, Maintained up-to-date records of bookings, payments.
- Participated in regular team meetings to discuss updates, challenges, and opportunities for improvement. And Stayed informed about travel regulations, visa requirements, and industry standards to ensure compliance in all operations.
- Utilized relevant software and tools for booking, reservation management, and communication with clients and service providers.

#### Dec'19 - Nov'21 with AL FAISALIAH TRAVEL & TOURISM CO., Jubail, KSA as EP Sales & Marketing Executive

##### Key Result Areas:

- Working towards preparing the sales quotations, reports and presentations
- Entrusting with the responsibilities of managing the office tasks, and ensuring timely answering to the emails, calls & meetings
- Exhibiting skills in managing the travel and transport reservations
- Developing and executing plans to meet the defined profit and sales targets
- Extensively involved in monitoring and following up on the sales quotations
- Acting as an escalation gate; addressing or resolving the customer queries/complaints on priority in order to accomplish the customer satisfaction matrices

#### Jun'14 - Dec'19 with FAISAL S AL NAIMI GROUP, Jubail (KSA) as Admin cum Business Development

##### Key Result Areas:

- Managing the entire gamut of operations related to procurement, sales and service; collating requirements, approving the purchase orders and maintaining inventory to ensure timely delivery with a view to keep inventory costs to a minimum level
- Working with the team to develop sale proposals, quotations, and pricings; delivering presentations and attending meetings, calls along with the other office task
- Supervising execution of division policies, procedures and controls covering all areas of administration & procurement division so that all relevant procedural/legislative requirements are fulfilled while delivering a quality, cost-effective service to employees
- Managing personnel matters, office equipment, communication instruments, housekeeping, office automation, office

administration, transport and so on

- Heading 24/7 help desk at the site tracking all the tickets raised are closed within the SLA on daily basis
- Planning & budgeting administration expenses and working towards minimizing the operational expenses/ costs
- Contributing to top line & bottom line growth involving identification of new business opportunities; charting out strategies for business volume growth
- Executing plans to reach out unexplored market segments & customer groups using market segmentation & penetration strategies for business expansion; developing and formulating business plans to achieve the business goals and to enhance the net revenue in the market

#### Aug '09 – Dec'14 with Air India (Cochin International Airport), Kerala (India) as Visa Checker / CSA /Arabic

##### Key Result Areas:

- Assisting passengers with the check-in process, including issuing boarding passes and baggage tags.
- Verifying travel documents and ensuring passengers comply with airline and security regulations. And Managing the boarding process by coordinating with gate agents and boarding staff.
- Assisting passengers with boarding, ensuring the aircraft is boarded in an orderly manner.
- Handling and processing checked baggage, ensuring it is properly tagged and loaded onto the correct flight. And Assisting passengers with lost or delayed baggage issues. And providing information about flight status, gate changes, and other relevant details to passengers.
- Assisting with boarding announcements and managing any special boarding requirements.
- Addressing passenger inquiries, concerns, and providing assistance as needed.
- Handling special requests, such as wheelchair assistance or accommodations for passengers with special needs.
- Maintaining accurate records related to passenger check-in, boarding, and other relevant information.
- Ensuring compliance with airline and regulatory documentation requirements.
- Communicating effectively with other airline and airport staff to ensure smooth operations.
- Collaborating with various departments, such as security and ground operations, to address issues promptly and Resolving issues related to flight delays, cancellations, or other disruptions to minimize passenger inconvenience.



#### CERTIFICATIONS

- IATA UFTAA & EBT | GALILEO | SABRE | AMADEUS | GOOGLE ANALYTICS



#### EDUCATION

- **Advance Digital Marketing – BCDCM01** from JAIN University, India in 2023
- **Diploma in IATA UFTA** from International Air Travel Associations, Canada in 2010
- **B.Com. (Travel and Tourism)** from MG University, India in 2009
- **Product Awareness Course** by Air-India
- **Basic Passenger Service Course** by Air India, COK,IN
- **Diploma in Airlines Ticketing & Travel Management-** Fare Construction, Ticketing Reservation, Geography, General Travel Knowledge, Computerized Reservation & Ticketing. **Certified in BSP cut over workshop** at the Travel Port training center- KSA



#### PERSONAL DETAILS

**Date of Birth:** 21st April 1987  
**Nationality:** Indian  
**Marital Status:** Married  
**Languages Known:** English, Hindi and Arabic  
**Passport No.:** J0454631  
**Visa Status:** Visit /Transferable  
**DL Details:** Valid GCC License  
**Address:** Dubai, Qusais 2, UAE