BINA M YOUNUS

House No# D.434, street no 14th korangi crossing Karachi  
Cell: 0316-2711185. Email: [bina.myounus@gmail.com](mailto:bina.myounus@gmail.com)

CAREER SUMMARY: To serve in an organization that ensures long-term career development, growth opportunities and  
utilizes my potential in the best way to accomplish organizational goals and allow me to achieve my personal goals and serve the community in best possible way

ACADEMIC QUALIFICATION:• Masters: International Relation Karachi University **2nd Division**  
• Graduation: Arts S.M.B Fatima Jinnah Govt Girls College **2nd Division**  
• INTERMEDIATE: Arts S.M.B Fatima Jinnah Govt Girls College **Grade “C”`**  
• Matriculation BISE, Karachi **Grade “B”**

ADDITIONAL CERTIFICATION:

• Certificate in IATA Global Distribution System (GDS) from Montreal in CANADA.

• Diploma in IATA Foundation travel and Tourism from Montreal in CANADA.

• Certificate Basic Fares and Ticketing and Tariff From Global Aviation Institute.  
• Certificate in live reservation Galileo Core Course From Travel Port.  
• Certificate in live reservation AMADEUS BASIC FUNCTUINALITY from Amadeus head office.  
• Certificate in live reservation ABACUS from abacus head office.  
• Certificate in English Language Proficiency – Advance Level from Innovative Language Point.

EXPERIENCE

May2022-till now Kenya Airways as Ticketing Reservation Officer (TRO)

* Assisting and advising customers who may be choosing from a variety of travel options.
* Making reservations for customers based on their various requirements and budgetary allowances.
* Checking the availability of accommodation or transportation on the customers’ desired travel dates.
* Helping plan travel itineraries by suggesting local tourist attractions and places of interest.
* Processing payments and sending confirmation details to customers.
* Sorting out any issues that may arise with bookings or reservations.
* Selling and promoting reservation services.
* Answering any questions customers might have about the reservation process.
* Up-selling, when appropriate, by informing customers of additional services or special packages, such as tour tickets, travel insurance, or upgraded seats/accommodations.
* Providing support to customers who may need to amend or cancel a reservation.

Apr 2016 –till Oct 2020- Travel Solutions Private Limited As Trainer and Help Desk Executive

• Training agents for ticketing setting up an exam paper and evaluation of agents.

• develop practical and effective recurrent schedules and curriculum  
• Additional responsibilities as assigned.

• maintain involvement in the reliability program processes, both as a measurement of training  
effectiveness and to adapt training subject matter to address the reliability issues  
• Provide support to customers when agents are facing trouble while issuing ticket, Reissue, and Refund.

• Contacting Airlines for updating their tickets,

Feb 2012 –till Jan 2016- Universal Training and development Global Aviation Institute- SR.Instructor

• develop technical training curriculum from published data, hands on experience and best  
practices concepts  
• Utilize multiple media in curriculum development and delivery including video, web based  
programs including Adobe and PowerPoint.  
• develop effective and challenging testing procedures to gauge knowledge, comprehension and  
retention  
• develop practical and effective recurrent schedules and curriculum  
• Additional responsibilities as assigned.

March 2006 – January 2008 Prince Garden School – Administrator & Teacher of secondary classes.

• Provide guidance and instruct the students.  
• Looking after progress of students in a class.  
• Assigning class plus home work to students.  
• Completing syllabus on time.  
• Maintaining complete record of students.  
• Providing special attention to weak students.  
• Servicing committees including academic boards, governing bodies and task groups.  
• Organizing and facilitating a variety of educational or social activities.  
• Contributing to policy and planning.  
• Liaising with other administrative staff, academic colleagues and students.

SKILLS:

• Excellent Communication Skills both verbal and written.  
• Good Presentation skills  
• Good team player  
• Leadership skills  
• Self-motivated prompt & courteous  
• Mentoring and training  
• Problem solving

PERSONAL INFORMATION:

• FATHER’S NAME: Muhammad Younus• Age 30• RELIGION: ISLAM• Nationality: Pakistan• Marital status Married• NIC No: 42201-3705891-4