

ABDUL HANNAN



Professional Summary

8+ years of experience in Travel Industry and 4+ years with Dar Al-Eiman Pakistan, a Saudi Arabian based Hotel Management Company including experience in **Umrah & Hajj** hospitality, marketing, eCommerce, sales & executive management within international chains. A key team member with strong leadership and ability to work under pressure. Bilingual with fluent verbal and written skills in English, Urdu languages. Experienced in dealing with different cultures and nationalities.

Contact:

Location: Karachi, Pakistan

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Skill Highlights:

- Expertise in Hajj & Umrah sales.
- Sociable with excellent customer care.
- Thorough understanding of GDS such as Galilee, Sabre.
- Strong knowledge of international and domestic travel.
- Excellent interpersonal and leadership skills that can motivate people.
- Goal oriented and ability to work in a team environment.
- Efficient in general office functions.

Experience:

Promoted to Assistant Manager Sales Marketing: SEP/2018–Present
DAR AL EIMAN PAKISTAN, Karachi, Pakistan.

- Responsible for B2B sales & Marketing for Makkah & Madinah Hotels.
- Conducts daily sales calls & maintaining daily sales report.
- Clear understanding of the hotels business strategies.
- Participates in sales calls with members of sales team to acquire new business and/or close on business.
- Provide the highest quality of service to the customer at all times.
- Accompany sales team on sales calls to potential clients to assist in development of the account and to access the, effectiveness and sales skills of the sales person.
- Attending all department and hotel meetings as necessary.
- Targeting key accounts potential for the company.
- Builds and strengthens relationships with existing and new customers to enable future bookings.
- Activities include sales calls, trade shows, etc.
- Represent Hotels in various events and exhibition.

Sales Executive: JAN/2016–SEP/2018

DAR AL EIMAN PAKISTAN, Karachi, Pakistan,

- Responsible to deal with all B2C customers for Umrah specifically.
- Make professional, accurate, cost effective travel arrangements for clients while providing excellent customer service.
- In charge of Hajj bookings, briefs clients about all Hajj packages.
- Responsible to collect Hajj payments and report to account department.
- Maintaining data sheet for hajj pilgrims including payments, received documents –etc.
- Informing hajj pilgrims about upcoming events and schedules.
- Coordination with Hajj team specially with visa & ticketing departments.

ACHEVIEMENTS:

IATA GDS Fares & Ticketing

*Diploma in Travel & Aviation
(from Global Aviation Institute
registered by IATA)*

*Basic and advanced air ticketing
and tariff*

*Part of Hajj Operation Team
2019 in Saudia Arabia*

IFR 2017 as organizer

*PTM 2017 as Dar Al Eiman
representative*

IFR/ITE 2018 as organizer

Reservations {Ticketing & Hotels}: Jun 2013- Aug 2014

AL Mustafa International Travel & Tours IATA, Karachi

- Mainly handles all the 3, 4, 5 Star hotel queries specifically for MAKKAH & MADINAH.
- Responsible for ticket issuance, re-issuance, refunds and cancellations.
- Proactively market, sell and consult with clients in regards to leisure tours, air, hotel products and all other related services.
- Handles tasks like planning, arranging, describing and selling promotional travel incentives and itinerary tour packages by different
- Keeps records for all Ticketing Data.
- Kept informed of airline rules and regulations, tariffs and other industry requirements.
- Adeptly dealt with different airline/airfare contracts and pricing structures.
- Cross sold other company products and services.

Visa & Reservation Officer: Mar 2013- Jun 2013

Ritual Tours (Pvt). Ltd IATA, Karachi

- In charge of The Visa Facilitation Services.
- Provides customer with publications and brochures that contains travel information, like local customs, Visa and foreign country regulations. Answer phones professionally, courteously and promptly.
- Keep up to date with knowledge of air fares, vacations, tours and tour packages.
- Communicate with English speaking clients.
- Books hotels and transportation through phone or by using computer terminal.
- Provides information to customer about transportation, financial considerations, travel dates, and accommodations required.
- Handles and solves customer queries if any.

Counter Assistant: Jun 2011-31Dec 2011,

Kaif International {Pvt}. Ltd IATA, Karachi

- Responsible for answering all phone calls from customers traveling or needing information to any destination and booking such as reservations in a timely and efficient manner.

✓ **Sales Officer** (*Gift Shopping Center, London UK*) (2005 till 2007.)

✓ **CSR** (*ALT-Source Communication (Pvt) Ltd*), Karachi (2009, six months)

ACADEMIC:

✓ B.SC (2005) University of Karachi

✓ INTERMEDIATE (*Pre-Engineering*, 1999) Govt. National College (*Karachi*)

✓ MATRIC (*Science*, 1997) Oxford Grammar School (*Karachi*)

Reference:

Provide upon request