

ARSHAD CP

Senior Travel Operations & Sales Manager

Payarampath House, Near G.T College,
Thalassery – 670101, Kerala
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PROFESSIONAL SUMMARY

Travel industry professional with **20+ years of progressive experience** across India, Oman, and the UAE. Proven record in **branch leadership, reservation systems, auto-ticketing, sales liaison, and operational setup**. Adept at scaling new units, managing cross-border teams, and sustaining high-value corporate and agent relationships. Calm under pressure. Commercially literate. Operationally exact.

EXPERIENCE

Alpha Trading, Thalassery, India— Sales Manager

MAY 2021 - PRESENT

Directed day-to-day branch operations and sales strategy. Strengthened agent and corporate partnerships.

Wahat Tours, Kannur, India — Branch Manager

Dec 2019 – Mar 2020

Led branch operations and revenue activities. Managed customer acquisition and key accounts.

Al Manal Travel & Tours, Oman — Branch Manager

Dec 2013 – May 2019

Oversaw full-spectrum branch operations, including ticketing, administration, and sales.

Fahad Express Travel & Tours, Oman — Branch Manager

Feb 2012 – Oct 2013

Supervised daily operations and front-office staff. Managed reservations, ticketing, and corporate coordination.

Kanoo Travel L.L.C, Dubai, UAE — Senior Travel Consultant

Sep 2006 – Jan 2012

Al Manal Travel & Tours, Salalah, Oman — Counter Supervisor

Jul 2003 – Aug 2006.

CORE COMPETENCIES

- Branch & Operations Management
- Reservation & Auto Ticketing
- Corporate & Agent Sales Liaison
- Holiday Package Design
- Crisis & Irregular Operations Handling
- Team Supervision & Training
- Customer Retention & Service Excellence

TECHNICAL EXPERTISE

- **GDS Systems:** Galileo (Advanced), Sabre, Worldspan
- Auto Ticketing & Fare Construction
- Computerized Reservation Systems

TRAINING & CERTIFICATIONS

- Galileo Fares & Ticketing – *Distinction*, Emirates Airlines, Dubai
- Galileo Core System – Emirates Training College
Sabre Basic & E-Ticketing – Sabre Travel Network
- Worldspan Reservation System – Dubai

Ceasr Travel, Dubai, UAE — Counter Supervisor

Oct 1999 – Mar 2003

Express Travel & Tourism, Dubai, UAE — Reservation & Ticketing Staff

Apr 1999 – Sep 1999

Century Air Travel (IATA), Calicut, India — Reservation & Ticketing Staff

Dec 1995 – Jan 1999

LANGUAGES

- English
- Malayalam
- Hindi
- Arabic (Working Knowledge)

EDUCATION

IATA–UFTAA Standard Diploma

Diploma in Travel & Tourism Management
M.S.S Institute, Calicut, India

PERSONAL DETAILS

Date of Birth: 12 Feb 1970

Nationality: Indian

Marital Status: Married

Passport: U2226209 (Valid till 03 Dec 2029)

Driving License: Valid Indian LMV