

# ARSHAD CP

Senior Travel Operations & Sales Manager

Payarampath House, Near G.T College,  
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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