**SharazKhaliq**

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**Profile:**

Deliver strong verbal and written communication in a skilled facilitation manner. Confident team player with the ability to share information, offer support and guidance to colleagues and customers alike, whilst using excellent interpersonal active listening skills and demonstrating compassion and empathy where necessary. Good planner, always following through to conclusion whilst proactively prioritising workloads according to business needs. Always enjoys challenges and utilise own initiative when it needs to be applied. Utilise strong negotiation skills delivering excellent Customer Service whilst always striving to go the extra mile in order to achieve a set goal.Fast learner, who is willing to undertake any training to enhance knowledge and skills,very keen to broaden my horizons and establish myself in a dynamic and fast growing organisation, in order to transfer existing academic skills to a practical working environment.

**Key Skills:**

* Cool and collected, ability to work under pressure in demanding situations.
* Sales driven, committed, dedicated and hardworking individual
* Self-motivated, highly credible/professional with excellent organisational & time management skills.
* Ability to work with minimum supervision and excellent attention to detail skills.
* Flexible and ability to adapt and embrace change.
* A methodical and structured approach to problem solving.

**ICT Knowledge&Skills:**

* Window 7, Vista, XP Professional, 2000 and windows 10
* Good knowledge of Microsoft Word, Excel, Database, Outlook, PowerPoint 2000, 2003, 2007 & 2010.
* Installation of software’s and good understanding of hardware, set-up and configuration of Desktops and laptops
* Symantec & MacAfee Antivirus and Window Firewall
* Image, backup and Restore with backup Assist and Command line Utilities

**Education and Training**

2009 Leeds Metropolitan University **BA Events Management**

* 2008 Bradford College **HND Travel & Tourism Management**
* 1998 Degree College **Foundation Degree in Maths & Statistics**
* 2007 J.A.R.E Airline Training Partnership A**irline practical activity day**
* 2005 Galileo & Saudi airlines joint workshop
* 2003 Galileo Best user Award
* 2003 Galileo core system
* 2001 PIA Training Centre **Sabre Reservation and Ticketing System Refresher**
* 1999 PIA Training Centre **Sabre reservation and Ticketing System course**
* 1996 Software Diploma
* 1993 Software Certificate

**Employment History:**

**Mar’15 – Present R.E Solutions(UK)Ltd Position: IT Technician/1st line support**

**Duties:**

* **Servicing** face to face, over the telephone & email, providing 1st line technical support on any issues or queries (active directory management, add new users groups and reset passwords etc)
* Perform basic administrative support duties, as required, to meet specific operational objectives
* **Software** Installing authorized window 7 Image and desktop migration from old to new machines. Remote administration and management of customer premises equipment VNC, RDP, logging and processing support issues. Actively supporting the day-to-day maintenance of the company's systems
* Image, backup and Restore with backup Assist, Identify where improvements can be made and follow these through to conclusion
* **Hardware** installing/Upgrading hardware like docking station, cables, laptops, desktops etc. recording and auctioning faults as reported on PC’s servers, laptop and other equipment.

**Sep’ 09-Feb’15 Universal Express Position: Travel Consultant**

**Duties:**

* **Customer Services and sales (Pre-Sales)** servicing face to face, telephone and e-mail enquiries from prospective customers.Creating and pricing tailor-made itineraries, concluding liaising with local and suppliers. Handling requests from travel agents.
* **Post-Sales: Pre-Tour** Searching for and booking flights for clients, arranging travel insurance for clients, handling customers correspondence, invoices and booking administration, using tour CMS computer booking system, booking holiday arrangements with local suppliers. Group requests and bookings reservation system. Assist with all post-sale booking including dynamic holidays.
* **During Tour:** liaising with local suppliers with regard to clients while on holiday.
* **IT system and facilities:** Sabre/Galileo queue management. Upgrading IT network
* **Post-Tour:** Handling customers feedback
* **General:**General office administration, Research and writing content relating to holiday destinations. Contributing to company blogs and other social media, searching new holidays destinations according to the business needs and in order to improve efficiency.
* **Sales/marketing** Set and achieve sales targets,contribute to sales growth and improvements in company operations. Promote the brand by using different marketing tools and making outbound calls to travel agents.

**Sep’05 – Jul’ 09 (Higher Education)**

**Jul’01-Jul’05 Crown Travels Position: Travel Consultant**

**Duties:**

* **Customer Services and sales** servicing face to face, telephone and e-mail enquiries, conflict management, assist with all post-sale booking issues including dynamic holidays.
* **Airline Reservation/Ticketing, tailor making holidays, e-ticketing** and managing all travel arrangements for clients and travel agents. Group requests and bookings On GDS reservation system and contact with overseas suppliers. Daily Galileo queue management.
* **IT system and facilities** Sabre/Galileo queue management.Upgrading IT network according to the business needsand in order to improve efficiency.
* **Product pricing** holiday pricing using break-even point method, fareand tax Calculation,air mileage base fare calculation.
* **Sales/marketing** Set and achieve sales targets,contribute to sales growth and improvements in company operations. Promote the brand by using different marketing tools and making outbound calls to travel agents.

**Oct’97-Jun’01 Shaukat Travels (DSA PIA) Position: Travel Consultant**

**Hobbies & Interests:**

It is important for me to be stimulated in my spare time and gain new IT skills. I always help family and friends resolving IT related issues. I also like to experience a range of oriental foods. I enjoy travelling, engaging with people from different cultures, traditions and backgrounds. I also take a deep interest in the history of the destinations which I visit. I go to the gym on a regular basis as I feel health and fitness is very important.

**References** available on request