



Asad Majeed

Phone number: (+46) 734831171 (Mobile) | Email address: asadd@live.com.my | Website:

https://www.linkedin.com/in/asad-majeed-a6864562/ | **Skype:** robert.rabel |

Address: Töresjövägen 1A lgh 1006, 135 47 tyresö, Stockholm, Sweden (Home)

WORK EXPERIENCE

05/12/2022 - 10/01/2025 Albufeira, Portugal

SALES & OPERATIONS MANAGER ALGARVE BEACH TRANSFER

As the Sales and Operations Manager at Algarve Beach Transfer, I drive revenue growth and operational efficiency. I lead sales initiatives, train and manage the sales team, and consistently exceed sales targets and KPIs. I analyze performance metrics to optimize conversion rates, customer retention, and profitability. On the operations side, I oversee logistics, optimize tour schedules, and ensure top-quality service. Through strategic leadership and data-driven decision-making, I enhance customer satisfaction and reinforce the company's reputation in the tourism industry.

10/09/2021 - 25/11/2022 Albufeira, Portugal

TEAM LEAD (TRAVEL SALES) ARRIVIA TRAVEL - FORMERLY INTERNATIONAL CRUISE & EXCURSIONS, INC. (ICE ENTERPRISE)

I was part of Arrivia's project, directly assisting USAA members. My responsibilities included supporting the team supervisor, overseeing quality and compliance, guiding team members, and ensuring sales goals were met. I conducted training, led meetings, and developed strategies to enhance performance. Additionally, I managed reports, maintained brand standards, and provided excellent customer service.

18/12/2018 - 09/09/2021 Albufeira, Portugal

CONCIERGE & LIFESTYLE MEMBER SERVICES SALES ARRIVIA TRAVEL - FORMERLY INTERNATIONAL CRUISE & EXCURSIONS, INC. (ICE ENTERPRISE)

I worked on Arrivia's USAA project, handling sales and customer service. My role involved consultative selling, managing inbound and outbound calls, and meeting sales goals. I advised members on ICE products, educated them on benefits, and ensured excellent customer service. Additionally, I managed bookings via SABER, maintained accurate records, and collaborated with the team to achieve monthly targets.

03/05/2017 - 30/06/2018 Riga, Latvia

TRAVEL SERVICES EXECUTIVE INTERNATIONAL TRAVEL NETWORK (DYNINNO GROUP)

Responsible for booking airline tickets and managing reservations while handling customer issues related to their bookings. Tasks include arranging hotel and car rental reservations and searching for the best airfares using Sabre and Apollo systems. Additionally, provide after-sales support through email, phone, and fax, ensuring customer satisfaction. Also involved in selling all-inclusive travel packages to new clients, offering comprehensive travel solutions.

01/10/2013 - 10/04/2017 Lahore, Pakistan

SALES EXECUTIVE DGS INC. (TRG)

I worked in sales and customer support for U.S.-based telecom consumers at DGS, a multinational BPO. My role involved handling inbound and outbound sales, meeting daily targets, and maintaining high-quality service. I also trained new agents, reported to management, and ensured compliance with performance metrics.

Achievements:

- Maintained a 35% conversion rate during night shifts.
- Achieved a 52% monthly conversion rate.
- Met all targets consistently, even in the off-season.
- Maintained 100% dependability with no corrective actions.

Major brands served are: Charter, Comcast, Time Warner Cable, AT&T, Hughesnet, Direct TV and Dish Network

01/11/2012 - 30/09/2013 Lahore, Pakistan

APPLICATION SUPPORT EXECUTIVE EZONE TECHNOLOGIES LHR.

- I worked for employee shift scheduling software called SHIFTPLANNING which is SaaS Project.
- My job here was to take customers queries regarding Application and provide them solution in a timely manner. (U.S based consumers)

01/06/2012 - 15/10/2012 Lahore, Pakistan

CUSTOMER SUPPORT FRIENDLY LIMOUSINE INC.

- As Customer Support And Reservation Executive for 2 months
- As WFM Executive for 3 months in WFM Department.

20/03/2012 - 30/05/2012 Lahore, Pakistan

CUSTOMER SUPPORT EXECUTIVE MINDBRIDGE LAHORE

Worked in OPEX, a U.S.-based customer service campaign for home security solutions, handling consumer inquiries and resolving issues promptly. Managed multiple tasks simultaneously while reporting to Lead Supervisors, ensuring efficient service and workflow.

EDUCATION AND TRAINING

01/10/2012 - 30/03/2013 Lahore, Pakistan

CERTIFICATE IN OFFICE MANAGEMENT Pakistan Professional College

12/08/2013 - 30/06/2014 Lahore, Pakistan

DIPLOMA IN INFORMATION TECHNOLOGY Pakistan Professional College

16/04/2017 - 10/11/2018 Liepaja, Latvia

BACHELOR OF INFORMATION TECHNOLOGY Liepaja University

Completed 69 credit hours (ECTS credits) of undergraduate programme with good grades and hold a transcript for that. It's a PROFESSIONAL BACHELOR in Information Technology, qualification of Software Engineer.

Website https://www.liepu.lv | Field of study Information Technology | Final grade A | Level in EQF EQF level 6

LANGUAGE SKILLS

Mother tongue(s): **URDU**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production Spoken interaction		
ENGLISH	C2	C2	C2	C2	C2
PORTUGUESE	A2	A2	A2	A2	A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Engineering Tools: Auto CAD, MATLAB, Web Development (ASP NET). | Languages/Tools: C/C++, MATLAB, Verilog, MS Office, Adobe Photoshop & Adobe Premiere Pro. | Operating System: MS-DOS, Windows 95/98/2000/XP/Vista/7/8/10, Linux. | Interpersonal Skills: Team Work, Good communication and Presentation skills. | Travel Related Tool: Saber, Apollo | eCommerce management | B2B Saas