**SYED ZUBAIR **

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**Skype Id**: live:sydzub6

**Personal Details**

**Date of Birth**: 28thJul 1996 | **Nationality**: Indian **| Gender**: Male

**SUMMARY**

* Detailed oriented and customer centric professional 2 years of experience in Customer Service Management with key focus on driving business performance, maintaining relationship with clients, Booking Air Tickets, Cancellation & rescheduling of tickets, booking room, within in Travel & Hospitality Industry
* Hands-on experience in front desk operations, modes of transportations, travel dates, reservations, costs and accommodations, office transfer, Travel Desk, Valet desk, Concierge, Airport Transfer and daily operations
* Skillful in managing varied activities viz. VIP Guest Services, front office support, handling queries from all over locations via E-Mails, preparing daily & weekly reports and attending guest
* Adept in managing daily operations of various travel activities and ensure adherence all Operational Procedures and guidelines, ensuring quality standards to promote repeat business
* Acutely helping & assisting the staff with all day tasks, preparing the roster for the team, auditing night shifts & ensuring it is adhered
* Well-developed organizational skills with success in managing multiple activities, along with leadership, analytical and problem-solving abilities
* Efficient and effective time management skills, adhering to turn around time and extremely composed under pressure with an ability to adapt to diverse situations with ease and deliver results

**SKILL SET**

|  |  |
| --- | --- |
| * Bookings Management * Front Office Operation & Administration * Check-In & Check-Out * Business Development Analysis * Telephone & Email Handling * Query Resolution * Cash & Payment Management | * Ticketing & Global Destinations * Client Management * Guest Relations * Front Desk & Hotel Support * Cleanliness & Tardiness * Customer Service Management * Policy & Procedure |

**EDUCATION**

* Bachelor in Commerce from Indian Academy University, Bangalore, India, (2018)
* Diploma in Hospitality, Travel, Aviation and Customer Service from Frankfinn Institute of Airhostess, Bangalore, India, (2018)
* Pre-University Course from Indo Asian Academy, Bangalore, India, (2015)

**CERTIFICATIONS**

* Certified &Trained on National Skill Qualifications Framework (Level 4) from Frankfinn Aviation Services Private Limited, Bangalore, India

**WORK EXPERIENCE**

**Concentrix – Air Asia** **Oct 2018 – Till Date**

**Customer Service CRM**

***Key Deliverables***

* Handling calls and providing the passengers with the best possible routing for their destination and competitive fares available in the market by understanding the unique needs of clients and budgets
* Actively involved in confirming bookings and notify clients of luggage limits and insurance, medical, passport, visa and currency requirements
* Maintaining high standard of service for the business and updating customers and suppliers via phone and emails
* Assisting passengers with tagging luggage and baggage check in, ticketing, makes and/or changes reservations, seat assignment, answers inquiries about flight schedules and fares, verifies reservations, figures fares and handling payments
* Efficiently managing client queries related to PNR and accurately educating clients about the same

**Hotel Plaza** **Jun 2017 – Jun 2018**

**Receptionist Management**

***Key Deliverables***

* Validated Know your customer (KYC) documents before booking rooms for customers reservations
* Proficiently handled cash flow, counting tills, updating cash variances, daily banking credit & debit card transactions, discounts, rates, vouchers and tally accounting reports on daily basis
* Successfully heading the front office, F&B & housekeeping function of a hotel, maintaining an inventory of vacancies, reservations, room assignments, hotel services, charges, dining facilities, sports facilities, travel directions, cab services and foreign exchange services
* Handled any sort of guest query at the lobby and assistance including check-In & check-Out, overseeing escorting guests to their respective assigned rooms and luggage
* Meticulously created suitable and relevant guest interactions including proactively where required to take care of guest requests

*End of Resume*