



# AAMIR QAMAR

4852, Street Darziyan, Bara Hindu Rao, Delhi 11006, INDIA

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Skilled Executive with more than 8 Years of experience in the travel industry. Adept at implementing improvements to optimize efficiency in business operations with extensive knowledge of Customer Care and Organization development. Likeable personality and customer-focused background, ready to tackle new challenges and build success with exciting organization.

## EXPERIENCE

### NOVEMBER 2022 TO CURRENT DATE

**ANALYST IN AGENCY DEBIT & CREDIT MEMO TEAMS,**

**EXL SERVICES, GURUGRAM, INDIA**

WITH LEADING CORPORATE B2B TRAVEL COMPANY AND PERFORMING BELOW ROLES:

- Auditing the debit & credit memos as per the reason through applying fare rules and other ticketing commands in GDS.
- Create invoices to chargeback and debit to the respective clients in invoicing tools.
- Publish reports daily, weekly and monthly basis for Debit and Credit Memos.
- Contacting with clients, agents and airline and resolve the dispute and queries via different channels.
- Taking waivers for the refunds and debit memo with developing the business relationships with the airline sales rep.
- Strengthened Debit & Credit Memos management to achieve accurate agents and client loss with the help of BSP & ARC
- Enhance the communication process and improve business relationships amongst the client and airlines.

### JUNE 2022 TO NOVEMBER 2022

**VISA/TRAVEL CONSULTANT cum OFFICE ADMIN,**

**ANGAD TRAVELS, DELHI, INDIA**

- Verified required information provided along with visa applications.
- Noted any discrepancies or omissions on visa applications.
- Informed applicants of any issues with their visa applications.
- Organize travels, booking tickets and accommodation as per client needs.
- Invoicing to the clients and update financial statements, cash flows and respective documents accurately.
- Maintain good professional and business relationships with clients.

**DECEMBER 2021 TO MAY 2022**

**EXECUTIVE IN BUSINESS INTELLIGENCE TEAM,**

**INNOWIA PVT. LTD. GURUGRAM, INDIA**

WITH LEADING CANADIAN TRAVEL B2B AGENCY (VOYZANT INC.) AND PERFORMED BELOW ROLES: -

- Auditing the debit & credit memos as per the reason through applying fare rules and other ticketing commands in GDS.
- Create invoices to chargeback and debit to the respective clients in invoicing tools.
- Publish reports daily, weekly and monthly basis for Debit and Credit Memos.
- Contacting with clients, agents and airline and resolve the dispute and queries via different channels.
- Taking waivers for the refunds and debit memo with developing the business relationships with the airline sales rep.
- Strengthened Debit & Credit Memos management to achieve accurate agents and client loss with the help of BSP & ARC.
- Enhance the communication process and improve business relationships amongst the client and airlines.

**JUNE 2018 TO NOVEMBER 2021**

**EXECUTIVE IN BUSINESS INTELLIGENCE TEAM,**

**BAINXL PVT. LTD. GURUGRAM, INDIA**

WITH LEADING CANADIAN TRAVEL B2B AGENCY (VOYZANT INC.) AND PERFORMED BELOW ROLES: -

- Auditing the debit & credit memos as per the reason through applying fare rules and other ticketing commands in GDS.
- Create invoices to chargeback and debit to the respective clients in invoicing tools.
- Publish reports daily, weekly and monthly basis for Debit and Credit Memos.
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- Enhance the communication process and improve business relationships amongst the client and airlines.

**SEPTEMBER 2016 TO MAY 2018**

**RESERVATION AND CUSTOMER CARE EXECUTIVE,**

**BIRD INFOTECH SERVICES, GURUGRAM9, INDIA**

WITH LEADING INTERNATIONAL AIRLINE (THAI AIRWAYS) AND PERFORMED BELOW ROLES: -

- Assist with New Booking, Fare Rules, Web Check-In, Baggage Information, Exchange and Refund Fare Rules on GDS.
- Responded promptly to enquiries from passengers via calls and email.
- Participated in regular training to maintain up-to-date knowledge on Airline Policies.
- Recommended customer service improvements, boosting average customer satisfaction ratings by 95%.

**AUGUST 2014 TO MARCH 2016**

**TICKETING AGENT AND CUSTOMER CARE EXECUTIVE,**

**BIRD INFOTECH SERVICES, GURUGRAM, INDIA**

WITH LEADING INTERNATIONAL AIRLINE (THAI AIRWAYS) AND PERFORMED BELOW ROLES: -

- Assist with New Booking, Fare Rules, Web Check-In, Baggage Information, Exchange and Refund Fare Rules on GDS.
- Responded promptly to enquiries from passengers via calls and email.
- Participated in regular training to maintain up-to-date knowledge on Airline Policies.
- Recommended customer service improvements, boosting average customer satisfaction ratings by 95%.

## **EDUCATION**

**MAY 2013 TO JUNE 2016**

**BACHELORS OF COMMERCE,**

**DELHI UNIVERSITY, DELHI, INDIA**

**AUGUST 2014**

**DIPLOMA IN AVIATION AND TOURISM MANAGEMENT WITH GDS/CRS**

**AMADEUS,**

**INTERNATIONAL INSTITUTE OF TRAINING AND CAREER, DELHI, INDIA**

## **SKILLS**

- Customer service
- Business development
- Data collection and analysis
- Employee management
- Problem solving skills
- Microsoft Office

## **PERSONAL DETAILS**

- DOB: 05-Aug-1995
- RELIGION: Islam
- Nationality: Indian
- Passport No. :- K7014079

(AAMIR QAMAR)