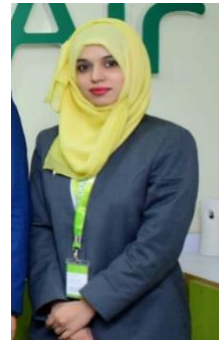


Saba Rasheed

Father Name : Muhammad Rasheed
DOB : 11/05/1988
Gender : Female
Marital Status : Single
Religion : Islam
Nationality : Pakistani
Passport Expiry : 09 Nov 2030
Visa Type : Residence 2 years
Email : sabach64672@gmail.com
Contact : 971-506947150



OBJECTIVE

To work with a dynamic and motivated team of professionals, seeking goals for a professional career and applying strategic and academic knowledge for challenging tasks, leading to the growth and development of organization and career development

CORE QUALIFICATIONS

- Proficient in common airline booking software and database management
- Comprehensive experience with handling multiple booking issues
- Capable of working multiple shifts including evenings and weekends
- Able to meet tight booking deadlines in a timely manner
- Good communications and problem-solving skills

EXPERIENCE

Airline Ticketing Agent/Customer Service Representative – Shaheen Air International (June – 2015 to September – 2018)

- Made booking arrangements for clients in person on the phone and online.
- Worked to diligently resolve booking and scheduling issues.
- Ensure that all booking procedures followed industry standards.
- Posted schedule changes online and informed clients directly.
- Checked passenger manifests to confirm client bookings.

Ticketing and Reservation Executive – Salam Air GSA, (July – 2019 to January – 2021)

- Scheduled advance and last-minute bookings
- Offered discounts and special deals when authorized to do so
- Managed passenger database
- Monitored airline schedules and posted updates on airline website
- Issued personal business and corporate bookings
- Developed and implemented promotional strategies to boost airline bookings
- Consistently offered a high level of customer service
- Worked to resolved passenger booking issues
- Handled internal and external communications.

EDUCATION

Open University (Lahore)

(Complete in 2012)

Bachelor of Commerce (2 year)

(Cost Accounting, Business Taxation, Economics, Mathematics for Business)

Board of Intermediate & Secondary Education. (Completed in 2008)

(General Science)

Board of Intermediate & Secondary Education. (Completed in 2005)

Matriculation

(General Science, Mathematics)

SUMMARY OF SKILLS.

- ❖ **Teamwork.**
- ❖ **Problem Solving.**
- ❖ **Self-Motivated.**
- ❖ **Initiative.**
- ❖ **Accounting**
- ❖ **Customer Service.**
- ❖ **Interpersonal Skills.**
- ❖ **Multitasking.**

- ❖ Capable To Work under Pressure.
- ❖ Analytical Skills
- ❖ Goal And Task Oriented.
- ❖ Smart Working

CERTIFICATION

Office Automation – 2010 – Aptech College Pakistan
Computer Software - 2010 – Aptech College Pakistan

LANGUAGES

English Fluent.
Punjabi Fluent. Mother-Tongue
Urdu. Fluent. Native-Language

Interest: Reading Books

REFERENCES

Will be furnished on request.