

MUHAMMAD INAM ULLAH

Mobile : +971 542950745

E-mail : Inamk895@gmail.com , khaninamk895@gmail.com



A tourism professional with ample experience in customer service, operations and sales seeking a challenging career in a dynamic organization to devote the acquired skills for advancement of the organization. A jovial man, like to prove myself participating in a group and individually to meet the dead lines and to inspire and encourage the co-workers with disciplined effort. The self-confident, adaptable, quick learner with leadership skills and work with team spirit

KEY FUNCTIONAL SKILLS

Customer Service	Visa Processing	Inbound Tour Operation
Outbound Tour Operation	Working Relationship with	Working Relationship with B2C
Tele Sales and Front Desk Sales	Proficiency in English	IT Skills (Ms Office)

PROFESSIONAL EXPERIENCE

Customer Service and Travel Consultant Royal Dream Travels, Abu Dhabi	Apr 2022- Onwards
Customer Service and Travel Consultant Mairvi Travels & Tours IATA, Mianwali, Pakistan	May 2015 – Aug 2020
Customer Service Representative Mobilink Microfinance Bank Ltd, Mianwali, Pakistan	Sep 2020 – Dec 2021

EDUCATION

Bachelor in Commerce (B.com) University of Sargodha, Pakistan	2017
---	-------------

DETAILED JOB ROLE & EXPERIENCE

Title	Customer Service and Travel Consultant	
Company Name	Royal Dream Travels, Abu Dhabi	
Duration	April 2022- Onwards	
<ul style="list-style-type: none">✓ International Visa Processing.✓ Hotel reservations.✓ Operations of Out bound and Inbound packages✓ Sell customized and group tours to customers.✓ Coordinate with Corporate clients to assist them in their Travel Requirements✓ Coordinate with Direct customers to meet their Holiday Requirements✓ Handle Bookings, Invoicing and make customer files.✓ Liaise with intermediaries on Holiday requirements.✓ Collect, Evaluate and respond to customer feedback.		

Title	Customer Service and Travel Consultant	
Company Name	Mairvi Travels & Tours IATA, Mianwali, Pakistan	
Duration	May 2015 – August 2020	
<ul style="list-style-type: none"> ✓ Documentation and processing of International Visa ✓ Scheduling visa appointments depending on the sequence of group departure dates and client demands ✓ Advice and counsel customers on documents requirements and interview details for visa ✓ Operations of Inbound packages ✓ Prepare inbound itineraries depending on client requirement. ✓ Coordinating with travel agents to sell the packages ✓ Coordinating sales activities ✓ Assisting in marketing and promotion of Holiday packages. ✓ Building working relation with Intermediaries ✓ Tele calling ✓ Collect, evaluate and respond to customer feedback on the service provided 		

Title	Customer Service Representative	
Company Name	Mobilink Microfinance Bank Ltd	
Duration	Sep 2020 – Dec 2021	
<ul style="list-style-type: none"> ✓ Counseling customers on Products ✓ Sales of Bank Products ✓ Prepare itineraries depending on client requirement ✓ Answer calls and enquiries ✓ Providing pricing information ✓ Meticulously resolved product or service problems by clarifying customers ✓ Building working relation with Intermediaries ✓ Respond to Customer feedback and convey it to customer care team 		

OTHER SKILLS			
Well versed with MS Office Excellent verbal and written communication skills Time Management Planning Skills Ability to accurately document			
CERTIFICATES, ACHIEVEMENTS AND MERITS			
<ul style="list-style-type: none"> ✓ Escorted on a Group tour to KPK (Skardu/Changla Galli/Khujrab) from 23/Jan/2016 to 28/Jan/2016 ✓ Certified, Galileo, Amadeus, Sabre for Basic functionality and Automated ticketing ✓ Associated with University of Sargodha, in his Research Studies ✓ Certified, for Comparing an international book festival (INBOFA) held at Sargodha University 			
PERSONAL DETAILS			
Nationality	: Pakistan	Marital Status	: Single
Date of Birth	: 05 th August, 1996	Passport	: MJ2746142
Languages	: English, Urdu, Hindi & Arabic	Visa Status	: Employment Visa
REFERENCES			
Could be furnished on request			