



Md Shubha Rayhan

SUMMARY

A highly motivated and adaptable professional with a strong passion for continuous learning and personal growth. Possessing a diverse set of skills and knowledge, I am driven to excel in a dynamic and progressive work environment. Through effective communication and collaboration, I aim to contribute to the success of the organization and work alongside a diverse team to achieve common objectives. With a keen eye for detail and a proactive approach, I am committed to delivering results and making a positive impact in this field.

SKILLS

Communication
Data visualization
MS Office
Google Suite

PERSONAL DETAILS

+971 0566919757
mdshubharayhan1996@email.com
Your UAE Address: Al Quoz, Dubai
Visa Status: Student Visa
Passport No.: B00273345
Nationality: Bangladeshi
Date of Birth : 17.12.1996
Age : 27 Years
Marital Status : Single
Mother Name: Piyara Begum
Father Name: Md Anisur Rahman

WORK EXPERIENCE

WADI AL KHAIL TRAVEL & TOURISM | AL QOUZ-4, DUBAI 2024(March) – Ongoing

Visa & Ticketing Counsellor

Tasks:

- Process ticket purchases for customers, including selecting seats, applying discounts, and handling payments.
- Issue boarding passes and manage seat assignments according to passenger preferences and special needs.
- Handle cancellations, rescheduling, and booking adjustments, ensuring customer satisfaction and policy compliance.
- Provide detailed information about flight schedules, fares, and airline policies to customers.
- Assist passengers with self-service kiosks and online check-in procedures.
- Coordinate with baggage handling teams to ensure proper tagging and handling of luggage.
- Address and resolve customer complaints related to ticketing and boarding processes.
- Providing counsel and information regarding visa application process to the applicants.
- Understanding the requirements of the different visa categories.
- Organizing and managing relevant documents and paperwork.
- Answering any queries and providing support for visa-related matters.
- Making sure clients comply with the terms and conditions of the visas.

EDUCATION

2024 - Pursuing | Dubai - UAE

Masters in Tourism & Hospitality Management

VIBE Education

2021 | Dhaka - Bangladesh

Bachelor of Science in Electrical and Electronic Engineering

East West University

LANGUAGES

English: Proficient
Bengali: Native
Hindi: Advanced

REFERENCES

MAE ANGELI YEE-CARINO

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