

Abdullah Nizamuddin

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Professional Summary:

Experienced travel operations professional with over a decade of expertise in corporate travel management, client query resolution, and backend operations. Proficient in Global Distribution Systems (GDS) like Sabre and Amadeus, with strong analytical and communication skills. Adept at ensuring compliance, managing escalations, and providing real-time solutions to enhance client satisfaction.

Professional Experience:

Designation: Operations Analyst 2
Geniaz TechPotash Solutions

January 2025

- Handle client queries via calls, ensuring resolution with high satisfaction levels.
- Arrange and book complex domestic and international business travel across air, road, rail, and accommodations.
- Utilize Sabre GDS for booking and managing corporate travel itineraries.
- Ensure compliance with customer travel policies, service provider guidelines, and regulatory requirements.
- Identify and process duplicate vendor invoice records accurately.
- Provide 24/7 support for urgent travel-related issues, including cancellations and ticket reissuance.
- Generate detailed travel reports for insights into cost-saving opportunities and policy adherence.

Designation: Senior Travel Executive (Expedia.co.uk Back Office and Write-Off Team)

24/7 India Pvt Ltd, Bangalore

September 2015 - December 2021

- Resolved escalated cases and complaints related to customer travel experiences, including flight delays and hotel or car reservation issues.
- Investigated and provided accurate resolutions for post-travel complaints.
- Managed escalations through global email tasks and coordinated with GDS Amadeus for name corrections and refunds.
- Worked on VNA tasks, liaising with hotels and airlines for waivers, amendments, or cancellations.
- Delivered precise resolutions by thoroughly researching and analyzing customer issues.

Designation: Senior Officer - Process (O2)

Concur Technologies, Bangalore

April 2012 - September 2015

- Provided customer support for the Expedia Schedule Change department (voice process).
 - Managed backend ticketing processes for American Airlines using Sabre GDS.
 - Conducted outbound calls to verify credit card details prior to ticket issuance.
 - Handled escalations through global email correspondence.
 - Participated in process improvement initiatives and problem-solving discussions.
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Skills

- **Technical Skills:** Sabre GDS, Amadeus GDS, Microsoft Office Suite (Excel, Word, PowerPoint)
- **Soft Skills:** Analytical thinking, Attention to detail, Problem-solving, Client relationships, Organizational Skills, Customer Service, Process Improvement, Time management, Pers
- **Languages:** English, Tamil, Kannada

Education:**Bachelor of Commerce (B.Com)**

Alpha Institute of Management and Technology Science

Pre-University (PU)

East Point of PU College

Specialization: Accounting, Finance, Economics, Financial Reporting

Additional Information

- **Hobbies:** Cricket, Football, Snooker
 - **Date of Birth:** 05 February
 - **Marital Status:** Married
 - **Nationality:** Indian
 - **Religion:** Islam
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Declaration:

I hereby declare that the information provided above is true and accurate to the best of my knowledge.

Place: Bangalore