

NAWAZ MOHAMMED KHAN

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OBJECTIVE

I am seeking employment that allows me to grow professionally while being able to use my skills for the betterment of the organisation, with the best use of my education, dedication, determination and resourcefulness with exceptional skills within the organisation.

Skills: Encompass a wide array of professional capabilities, including IATA certification, HR assistance, coordination in human resources, and executive support. The expertise extends to roles such as travel professional, employee expense management, and transport management. Skilled roles in travel coordination, management, advisory, and design further highlight the depth of knowledge, alongside corporate and business travel administration. Proficiencies in HR employee relations and airline reservation ticketing underscore a comprehensive understanding of travel services, agents, and online travel agencies. Additionally, competencies include airline fare optimisation and the management of SAP employee travel systems, reflecting a robust employment framework.

EDUCATION

B.Com (Computers) Sep 2002-Aug 2006
JNR VIDYAPEETH DEMED (DISTANCE) UNIVERSTIY DELHI

Intermediate (CEC) Mar 2000-May 2002
INDRA PRIYA DARSHINI JUNIOR COLLEGE (K.S)

10th (CBSE) July 1990-Feb 2000
ST.JOSEPH'S HIGH SCHOOL (K.S)

AIRLINE COURSES ATTENDED AND TRAINING:

INTERNATIONAL FARES & TICKETING COURSE Dec2005-May2006
WHICH IS OFFERED BY VIRGIN ATLANTIC AIR WAYS GTMC (LEVEL
1& 2)ACCREDITATION IATA FROM EXPLORER TRAVEL SCHOOL, HYDERABAD

GALILEO CENTRAL RESERVATION TICKETING SYSTEM COURSE (C.R.S) May 2008-June 2008
FROM EMIRATES AVIATION COLLEGE DUBAI UNITED ARAB EMIRATES

AMADEUS CENTRAL RESERVATION SYSTEM BASIC COURSE (C.R.S) Nov 2006-Dec 2006
FROM AMADEUS TRAINING CENTER, HYDERABAD

SABRE CONVERSION RESERVATION TICKETING SYSTEM COURSE (C.R.S) Sep 2013-Oct 2013
FROM EMIRATES AVIATION COLLEGE DUBAI UNITED ARAB TRAVEL & TRANSPORT

ERP SYSTEM DIPLOMA COURSE Feb 2017-Aug 2017
FROM KOOLGURU FINISHING SCHOOL SAP-ABAP TRAINING CENTER

EMPLOYMENT HISTORY

1. Professional Experience

Designation: Business Development Manager-Travel Operations Jan 2025- Dec 2025
Company: Ginger Travelz -Nigeria-Lagos

Major Responsibilities:

- ❖ Developing and executing strategies to increase revenue and market share, including identifying new market opportunities and growth areas.
- ❖ Researching and contacting potential clients, building relationships, and ensuring client satisfaction to retain existing business and generate referrals
- ❖ Identifying and securing partnerships with other businesses, such as tour operators or hotels, to expand reach and offer more comprehensive travel services.
- ❖ Developing sales proposals and contracts, negotiating terms with clients and partners, and ensuring contracts are legally compliant.
- ❖ Researching to understand market trends, customer needs, and competitive landscapes to identify opportunities for growth and innovation.
- ❖ Staying informed about the latest trends in the travel industry, including emerging destinations, customer preferences, and competitive offerings.
- ❖ Creating and promoting travel packages that cater to specific client needs and preferences, potentially involving transportation, accommodations, insurance, and other services.
- ❖ Working with suppliers such as airlines, hotels, and tour operators to negotiate rates and ensure quality service.
- ❖ Representing the company at trade shows and industry events to network and generate leads.
- ❖ Suggesting and organizing team-building activities on a weekly.
- ❖ Conducting return-to-work interviews and managing team absence levels/records contractual queries.
- ❖ Ownership of Category Strategy Plan Process for Specific Categories Assigned
- ❖ Dotted line responsibility for coordination of activities of other categories and procurement professionals.

- ❖ Driving extraordinary business results by leading teams to achieve revenue and customer goals at the individual and team levels.
- ❖ Creating and implementing creative business solutions to grow the business
- ❖ Challenging the team to “raise the bar,” by driving continuous improvement
- ❖ Setting the parameters and measuring business results to achieve them.
- ❖ Inspiring a team of Travel Consultant to achieve their goals by providing outstanding coaching, training, and development and by rewarding and recognizing accomplishments

2. Professional Experience

Designation: Senior Travel Operations (UK)

May2017-Dec2024

Company: Teletext India

- ❖ Professionalism in telephone skills, answering the call within the time frame of two rings.
- ❖ Ability to work independently, exercising discretion and judgment.
- ❖ Ability to manage multiple tasks and changing priorities.
- ❖ Capability of maintaining a favorable company image when interfacing with outside sources.
- ❖ Ability to maintain work volume and quality consistent with peers.
- ❖ Issuing International tickets, following up with vendors and suppliers for confirmation of waitlist PNR, and confirming flights and hotel booking using an online tool.
- ❖ As per the business norms reissuing international tickets adhering to finance approval.
- ❖ Processing the refund, part refund wherever so applicable, speaking to airlines, coordinating with vendor/supplier, and closing the transaction invoice accordingly.
- ❖ Providing flight fares, rules, and baggage allowance to clients with different options, Comparing the price with different airlines on the vendor platform.
- ❖ Issuing an ATOL certificate and explaining the rules of using an ATOL certificate

3. Professional Experience

Designation: HR- Travel Coordinator-Procurement Officer

Jan2015-Jan2017

Company: JAL International Co. Ltd (Dammam KSA)

- ❖ Responsible to guide the groups throughout the travel plan itinerary
- ❖ Assist the customers with visa requirements and ticket bookings for international travel destinations
- ❖ Maintain a database of customers inquiring or using company-provided services
- ❖ Plan and develop promotional packages for peak and lean seasons
- ❖ Negotiate with other tour operators and hotels, flight, and bus companies to sign mutually beneficial deals

4. Professional Experience

Designation: Sr. Business Travel Consultant Implant Head

Dec2010 Sep2014

Company: Carlson Wagonlit Travel India & Dubai, United Arab Emirates

- ❖ Arranging flights, insurance and accommodation for clients from all across India.
- ❖ Handle all complaints that relate to routine operational issues, difficult refund situations and difficult customers. Ensure that complaints/feedback is objectively investigated, analyzed and responded to, thereby securing the goodwill and retention of the customer and maintaining the image.
- ❖ Liaise with all clients (internal and external) to audit service levels, and propose operational changes where necessary to optimize client satisfaction.

- ❖ Collecting and processing payments
- ❖ Advising clients on travel arrangements, e.g. visas and passports
- ❖ Anticipate operational peaks and devise methods to efficiently handle work pressure and ensure all available resources are utilized at optimal levels to meet production targets and to increase profitability as constantly required for the unit..

5. Professional Experience

Designation: Sr. Travel counsellor (Satyam computers Implant Head) Jul 2009-Dec 2010

Company: HRG Kuoni Business travel pvt ltd Hyderabad India.

- ❖ Accurate ticketing to ensure that the associate is positioned in time and associate does not suffer any financial implications regardless of Travel plan approval etc.
- ❖ Deals with ticketing requests as well as reissues by associate/manager members at short timescales
- ❖ Understand the needs of the associate to provide accurate and updated information and ensure maximum conversion and maximum satisfaction.
- ❖ Attending the calls from associates who are located internationally on projects checking their pay role and communicating with them on their travel plans as requested/raised in their web-based software called E Support help desk/Associates travel plans
- ❖ Create and update bookings accurately and completely and ensure that they are closed with NIL balance with clear communication.

6. Professional Experience

Designation:Corporate Travel Consultant (Business Development)

May2007-Jun2009

Company: Satguru Travel & Tourism LLC Dubai

- ❖ Understand the need of the guest to provide accurate and updated information and ensure maximum conversion and maximum guest satisfaction
- ❖ Create and update bookings accurately and completely and ensure that they are closed with NIL balance with clear communication.
- ❖ Feed all enquiries received with complete details of guests.
- ❖ Maintain self-discipline and cleanliness at work station
- ❖ Administering and managing EUPOL/FRENCH EMBASSY/CANADIAN EMBASSY Diplomatic mission.
- ❖ Dealing with complicated customer itineraries and handling customer orders and payments
Liaising with tour operators and other key partners such as hotels and airlines regarding bookings and schedules

7. Professional Experience

Designation:Sales & Counter Staff Finn Airlines (GSA)

Jun2006-May2007

Company: Global Aviation Services Gupta Estate, Basheerbagh Hyderabad.

- ❖ Solid understanding of the (focus on medium-sized business) and associated market issues and needs
- ❖ Sufficient understanding of how products and technology fit together to create a compelling business proposition.
- ❖ Ability to conduct the entire sales cycle with pre-sales assistance as necessary.
- ❖ Demonstrable experience selling airline solutions to executive management.
- ❖ Ability to network within a customer organization to identify key influencers and decision-makers.

- ❖ Presentation skills that will convince high-level decision-makers.
- ❖ Communication that is articulate and relative to the Customer's business needs
- ❖ Solving the Customer Queries

Additional courses:

DIPLOMA IN ACCOUNTANCY PACKAGES
DATAR ACCOUNTANCY INSTITUTE, Hyderabad

May 2005- Sep 2005

Practical and theoretical knowledge in operating & maintaining accounting Packages like Tally 6.0, Wings 2000, Peachtree, Focus 6.0, Decays, and Money Maker. Know how to prepare the Account in Sales, Marketing & General Entries.

Additional skills:

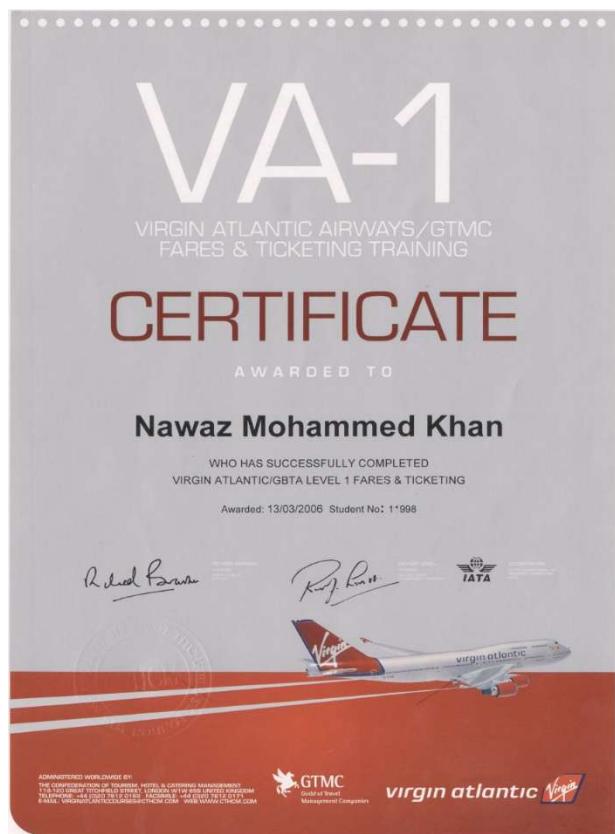
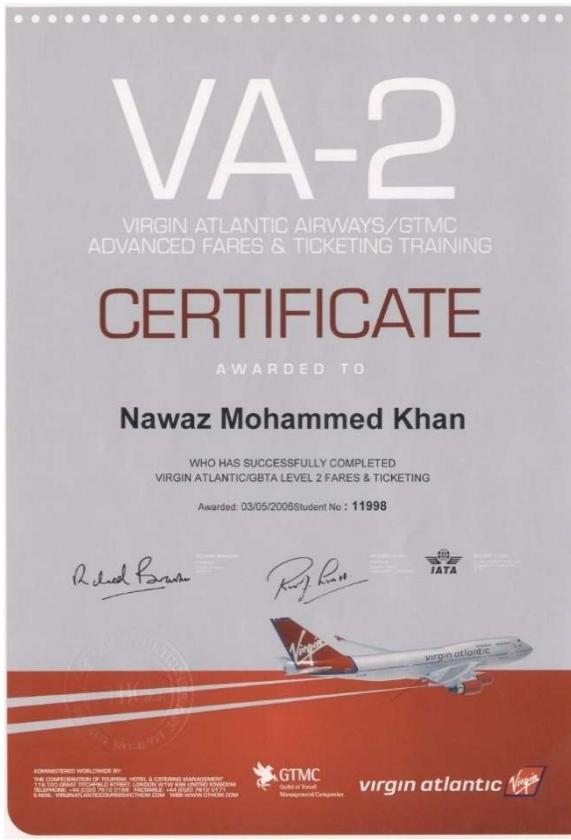
Operating systems: Windows XP/2000/ME/98, MS WORD, MS EXCEL, PowerPoint, MS Access, CB++ Accounting Software. GDS GALILEO accounting plus.

STRENGTH:

- Strong International skills
- Strong attention to detail
- Strong organisational skills
- Ability to work under pressure.
- Good communication skills (written and oral)
- Strong interpersonal and customer service skills
- Ability to meet deadlines.
- Team-oriented.
- Ability to multitask and work in a dynamic, fast-paced environment
- Self-motivated

Personal Information:

Nationality:	Indian
Birth date:	29 th July 1984
Gender:	Male
Marital Status:	Married
Number of Dependents:	04
Passport number:	P5891721
Visa Status	Transferable Work Visa-Saudi Arabia
Valid Up to	2027
Driving licensed	In Progress (Saudi Arabia)





Certificate of achievement

This is to certify that
Nawaz Md Khan of Travel Hub Tours & Travels

has successfully completed
Enter the world of Amadeus

Date Instructor
18 Dec - 23 Dec '06 Arshad Shaw


AMADEUS