

SALMA SIRAJ ISMAIL

Contact: +255 0710025005 E-mail: salmasherally13@yahoo.com Dar es salaam, Tanzania.

CAREER OBJECTIVE

I'm self-motivated, energetic, enhancing team spirit and willing to work hard without supervision, I have ability to face Challenges, mature, dedicated, polite and utilizing the ability to develop through academic knowledge and I enjoy abiding in professional ethics perform duties with high Level of Integrity.

AREAS OF EXPERTISE

✓ *Handling Tickets related to refund*
✓ *Payment Issues*
✓ *Complainthandling/problem solving*
✓ *Team Work*

✓ *Customer service and updating on new deals and offers*
✓ *Active Listening*
✓ *Time managementskills*

✓ *Software's/Program related to this job*
✓ *Ability to use positive language*
✓ *Goal-Oriented focus*

WORKSHOPS AND INTERNSHIPS ATTENDED

2018- Amadeus Agent Awards
2018- Amadeus Link Workshop (customer training)
2017- Amadeus Refresher Training for RTS session for sub-agent
2016- Seminar in Customer Service
2015- Seminar in Personal Career
2014- Sales and Marketing Skills

Internship

Place: Air Tanzania Co.ltd
Date: Feb 2014 - Jul 2014
Department : Sales and Reservation

Task Performed:

- To Receive calls from the customers
- Assist travel agents with seat confirmations
- Knowledge in customer service and front desk operations enhance safety
- Making reservation Booking
- Responding to customer inquiries cancellation, refunds
- Answer inquires made by travel agencies or transportation firms, such as airlines, bus companies, railroad companies responsible for the maximization of sales for a company's products
- Arranges Reservations and routing for using timetable, airlines manuals, reference guides
- Telephones travel agents or customers to advise of changes with travel conveyance or to confirm reservations, as well as alternate available options

PROFESSIONAL EXPERIENCES

Ibunbaaz Travel and Tours Ltd

Date: Aug 2014- Mar 2021

Designation: Travel Consultant

Tasks Performed:

- Provide full travel information and guidance to customers
- Makes and confirms reservations for passengers (Ticket, hotel and Tour packages)
- Arrange Reservations and routing for using timetable, airlines manuals, reference guides
- Assist mishandled passengers
- Issue tickets quoting correct fare to reduce passenger complaints
- Advise of changes in flight plan or to cancel passenger reservations
- Record and process reservations made by phone/e-mail and authorities.
- Handle helpdesk- for calling airline for seat confirmations: upgrade/downgrade proposals
- Answering and responding to customer inquiries cancellation, refunds, process lost tickets and time barred tickets
- Telephones customer to advise of changes with travel conveyance or to confirm reservations, as well as alternate available options
- Sale travelling tickets to corporate clients and individuals according to their requests.
- To help in the turnover of sales and provide data's regarding changes required in the product to meet customer standards.
- Initiate and promote company product to generate the revenue
- Maintains professional and technical knowledge by attending educational workshops
- Contributes to team effort by accomplishing related results as needed.

SKILLS AND ABILITIES

- Excellent teamplayer
- Fast learner
- Ability to learn work independent
- Excellent people management skills
- Excellent communications skills
- Customer care
- Strong leadership talents
- Very good written and oral communication skills in English
- Excellent computing skills and knowledge of;
Microsoft office 2003/2007/2010 suit (Word, Publisher, Power point, Access, Excel, Outlook, Info path).

- Internet and Email.

QUALIFICATION SKILLS

Educational Qualifications

1. 2013-2014- Diploma- Mak Air Academy (IATA Training and development institute)- Certificate of IATA foundation in travel and tourism
2. 2014- Certificate- Amadeus (GDS)- Certificate of Attendance Amadeus
3. 2014- Certificate- Galileo (GDS) - Certificate of Galileo Professional
4. 2009-2012 High School- Certificate- East High School Uganda

Tanzanian
Citizen

Married

Female
D.O.B 21/12/1993

Referees

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