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# Ticket reservation agent

## About me

Working as a Manager (Sales) at Al Marsus International with 10+ years of Experience. Expertise in sales and marketing, digital marketing, customer service, reporting, documentation and business development related activities. A result-oriented individual, driven by the desire to excel business by utilizing new concepts, along with good knowledge of business planning, positioning & channel development. Passionate about creating organizational success and bettering brand reputation through serving customers in a truly memorable way.

## Work experience

**Manager (Reservations)** · Al marsus international · Chittagong bangladesh

*July 2020 - Present · 5 years 3 months*

- Oversee and manage reservation operations, ensuring smooth coordination between clients and service providers.
- I have friendly use of industry-standard Global Distribution Systems (GDS) like, Sabre, and Galileo, allowing me to process flight bookings efficiently
- Optimize booking processes for flights, hotels, and travel packages to meet customer needs efficiently.
- Develop and implement strategies to increase customer satisfaction and enhance service quality.
- Collaborate with teams to provide the best travel deals and packages for clients.
- Handle client complaints and inquiries, ensuring quick and effective resolutions.

**Skills:** Negotiation Skills, Issue Tracking Systems, E-Commerce, Digital Marketing, Online Advertising, Sabre (Computer System), Customer Relationship Management, Problem Solving, Customer Service, Galileo GDS, Reservations Systems, Accounting, Leadership, Ticket Sales

## Desired industry

- Tourism / Hospitality

👤 36 years  
♂ Male  
📍 Chişinău  
💰 1 000 EUR

## TOP Skills

- **Negotiation Skills** · 4 years
- **Issue Tracking Systems** · 4 years
- **E-Commerce** · 4 years
- **Digital Marketing** · 4 years
- **Online Advertising** · 4 years
- **Sabre (Computer System)** · 4 years

## Preferences

- Full-time
- Flexible
- Hybrid

## Languages

- **Romanian** · Elementary
- **Russian** · Elementary
- **English** · Fluent

## Skills

- Business Administration
- Business Development
- Excellence in Service
- Customer Experience
- Travel Industry
- Customer Satisfaction
- Customer Relationship

Management

- Problem Solving
- Positive Attitude
- Hospitality Management
- Tourism
- E-Commerce
- Customer Service
- Galileo GDS
- Reservations Systems

## Driving licence

Category: E

## Education: Higher

### **National University, Bangladesh**

*Graduated in: 2024*

Faculty: LAW

Speciality: Bachelor of Laws (LLB)

### **Islamic University, Kushtia, Bangladesh**

*Graduated in: 2013*

Faculty: Hadith

Speciality: Kamil Masters in Hadith

## Courses, trainings

### **Entrepreneurship**

*Graduated in 2020*

Organizer: e-Commerce Association on Bangladesh (e-CAB)

### **e-Commerce**

*Graduated in 2020*

Organizer: WTO Cell, Ministry of Commerce, Bangladesh