

CURRICULUM VITAE

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CAREER OBJECTIVE:

To be part of a team of achievers in a professionally managed and progressive organization which brings out the best of my abilities and to contribute towards the growth of the organization.

PROFESSIONAL STRENGTH:

- Intellect, Vision, Focus, charisma, Poise and Passion
- Strategic Thinker
- Persuasive communicator
- Proactive Achievement Oriented Team worker
- Effective organizational and inter personal skills
- Hard working and goal oriented with a passion in dealing with people.
- Very optimistic in dealing with life and enthusiastic in learning things
- Capable of working under pressure in a fast paced environment and setting clear goal for each project.
- Provide quality customer service
- Establishing good customer rapport
- Capable of Multi-tasking with good people skills
- Provide quality customer service

WORK EXPERIENCE.

From October 2014 TILL JULY 2017

➤ AL SHEHAIL TRAVELS & TOURISM (QESHAM AIRLINES GSA)

- Handling Air Bookings
- Working on Arline GDS System.
- Handling Corporate as well as walking clients.
- Making daily reports and reporting to general manager.

From JUNE 01 2012 TILL FEB 25 2014

➤ **AL NASIR TOURS & TRAVELS L.L.C**

- Handling Air Bookings.
- Handling Hotel bookings.
- Handling Corporate as well as walking client.
- Working on Galileo & saber.
- Handling Visa Formalities for the inbound clients.
- Handling online bookings for the budget airline tickets.
- Follow up with Airlines for fares queries & confirmation of seats.
- Meeting customers and satisfying them with our services.
- Handle dubai excursions for clients.

From September 2011 TILL JANUARY 2012

➤ **ZAM ZAM TOURISM L.L.C**

- Handling Air Bookings
- Working on Sabre as well as Galileo.
- Handling Hotel Bookings.
- Handling Corporate as well as walking clients.
- Handling Visa formalities for inbound clients.
- Handling online bookings for the budget airline tickets.
- Making daily reports and reporting to general manager.

From October 2009 Till January 2011 (IATA)

➤ **AL DEYAR TRAVEL & TOURISM HAJJ 7 UMRAH**

- Handling Air booking.
- Working on Sabre as well as Galileo.
- Handling corporate as well as walking clients.
- Handling Hotel reservation online on GTA.
- Making daily work reports.
- Handling online bookings for Budget airline.

From JULY 2007 Till JUNE 2009

➤ **DREAM LINE TRAVELS**

- Handling Sharjah Kish bookings.
- Handling Air bookings.
- Follow up with airline for fares and confirmation.
- Handling with visa application.
- Handle online and manual hotel reservation.

From March to June 2007

➤ **LUCKY FALAK TRAVELS L.L.C**

- Follow up with Airlines for fares queries.
- Handling Accounts.
- Handling Air Bookings.

From January to October 2005➤ **AVION TOURS N TRAVELS**

- Handling Domestic booking.
- Follow up with Airlines for fares queries & confirmation of seats.
- Meeting customers and satisfying them with our services.

From February to December 2004➤ **FATEH CREDIT CO-OPERATIVE SOCIETY-LTD**

- **Computerized data entry.**
- **Follow up clients for loans repayment.**
- **Accounts verifying.**

ACHEIVEMENTS:

- **Was the Students Council Chairman in 10th grade.**
- **Was the house captain in 11th grade.**
- **Best Customer Support in Avion Tours n Travels – Baroda.**
- **Best Empoly for the month of August 2012 & January 2013 from AL NASIR TRAVELS.**

PERSONAL INFORMATION:

Place of Birth	Vadodara, Gujarat	Weight	78 Kgs.
Sex	Female	Dialect Spoken	English, Urdu, Hindi & Gujarati.
Citizenship	Indian	Civil Status	Married
Birthdates	30th August 1976	Height	5'3 Inch's.

EDUCATIONAL BACKGROUND:

- **Diploma in Airline and Airport customer care- Stonebridge Associated Collage, U.K-2007.**
- **Certificate course in Galileo, (online CRS from Trade wings).**
- **Diploma in Travel & Tourism- Thomson Direct Education (USA Correspondence).**
- **Certificate course in computers from AL Hilal Institute (sharjah).**
- **Finished my IATA exam in 2014 (DUBAI)**

TECHNICAL SKILLS:**COMPUTER SKILLS**

- Proficient in Word Processing using Microsoft Word, Excel, Power Point
- Operating Systems - Windows 98, Windows 2000, Windows XP.

COMMUNICATION SKILLS

- Good communication skills
- Satisfy the customer with my skills.

CUSTOMER SKILLS

- **Meeting the customers and satisfying them with our service.**
- **Handling customer queries relating to travel product.**
- **Provide quality customer service.**

I hereby certify that facts contained in this resume are true and complete to the best of my Knowledge.

Applicant