

M. SHUJA GHOURI

TOUR OPERATIONS & GROUND TRANSPORT MANAGEMENT & STRATEGY PLANNING

CONTACT_



Deira, Dubai UAE.



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www.artisticwebagency.com

CERTIFICATIONS__

Web Engineering

Arena Multimedia

2003

PADI

Open Water

2016

Digital Marketing Diploma

Micro Tech.

2017

SKILLS_

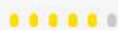
Sales and Marketing



Customer Service



Leadership



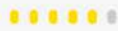
Team Management



Communication



Problem Solving



Decision Making



Technology Proficiency



Financial Management



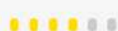
Web Development



Graphic Designing



Digital Marketing



INTERESTS_

- Travelling
- Singing
- Sketching
- Swimming

Objective:

Experienced Fleet and Transport Operations Specialist with over 5 years of hands-on experience managing commercial fleets, coordinating drivers, and delivering outstanding customer service. Seeking to contribute to your dynamic team optimizing fleet performance, enhancing driver-customer communication, and supporting efficient transport operations across the UAE. My goal is to leverage my knowledge of fleet coordination and client management to ensure reliable, on-time transport services and exceptional user experiences.

SUMMARY OF QUALIFICATIONS:

- **5+ years of experience in fleet and transport management**, including vehicle dispatching, route optimization, and performance tracking in a fast-paced logistics environment.
- Strong ability to **coordinate and communicate effectively with drivers**, ensuring timely deliveries, adherence to safety standards, and high service quality.
- Proven track record in **customer relationship management**, handling transport requests, resolving issues efficiently, and maintaining service satisfaction levels.
- Familiar with **fleet tracking systems, dispatching software, and driver scheduling tools**, ensuring real-time visibility and improved operational efficiency.
- Skilled in maintaining vehicle documentation, compliance, and service records to meet regulatory and company standards.
- Adept at **building strong connections between transport teams and end-users**, facilitating seamless communication, fast problem-solving, and reliable service delivery.
- Knowledge of **Dubai's transport regulations, road networks, and logistical challenges**, contributing to smoother daily operations and reduced downtime.

PROFESSIONAL EXPERIENCE:

Tour & Transfer Coordinator

New York Travel & Tourism LLC | Dubai, UAE | Jan 2024 - Present

Responsibilities:

- Managed daily operations for Dubai and Abu Dhabi city tours, ensuring smooth coordination between drivers, tour schedules, and customer expectations.
- Oversaw hotel-to-airport and airport-to-hotel transfers, maintaining accurate booking records and real-time communication to ensure timely pickups and drop-offs.
- Acted as the main point of contact between customers and drivers, handling inquiries, updates, and service-related issues to ensure a high level of client satisfaction.
- Scheduled and dispatched vehicles based on itinerary requirements, traffic conditions, and customer priorities.
- Ensured drivers followed proper procedures, maintained vehicle standards, and delivered professional service in line with company expectations.
- Collaborated with hotel concierges and travel agents to coordinate bookings and support guest services.

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PROFESSIONAL EXPERIENCE:

Sales and Marketing Specialist & Strategy Planning

Artistic Web Agency | Dubai, UAE | Jan 2024 - Present

Responsibilities:

- Developed and implemented digital marketing strategies, including SEO, social media, and paid advertising, to increase client engagement and brand visibility.
- Led a cross-functional team to execute projects in web development, mobile apps, and e-commerce, ensuring alignment with client goals and industry standards.
- Managed lead generation, client acquisition, and sales pipeline to drive business growth across UAE and international markets.

Key Achievements:

- Boosted client reach and conversions by 20% through targeted campaigns.
- Successfully expanded the agency's client base by creating customized solutions for U.S. and UAE customers.

PROFESSIONAL EXPERIENCE:

Owner | Divers Club | Karachi, Pakistan | 2009 - 2024

- Founded and established a full-service travel agency specializing in customized travel solutions for individuals and corporate clients.
- Oversee all aspects of business operations, including strategic planning, budgeting, marketing, and customer service.
- Develop and maintain relationships with key travel suppliers, negotiating favorable contracts and partnerships.
- Implement effective marketing strategies to drive sales and increase brand awareness, utilizing digital platforms, social media, and traditional advertising methods.
- Train and supervise a team of travel consultants, providing guidance and support to ensure the delivery of exceptional customer service.
- Maintain up-to-date knowledge of travel industry trends, regulations, and emerging destinations to provide valuable insights and recommendations to clients.

PROFESSIONAL EXPERIENCE:

Travel Consultant | J Travel & Tour | Karachi, Pakistan | 2015 - 2024

- Assisted clients in planning and booking domestic and international travel itineraries, including flights, accommodations, and transportation.
- Provided personalized recommendations and travel advice based on clients' preferences, budgets, and special requirements.
- Handled all aspects of travel arrangements, including reservations, ticketing, and visa processing.
- Resolved customer inquiries, complaints, and issues promptly and professionally.
- Collaborated with travel suppliers and partners to negotiate competitive rates and secure exclusive deals for clients.