

Umber Saba Butt



CONTACT

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LANGUAGES

English

Urdu

OBJECTIVE

To work with passion and zeal in a growing organization. And to apply my skills and qualifications to the position where they could be utilized to uphold the organization and enhance my career development. Have professional approach of executing the assignments. Believe in teamwork, system energetic, dedicated, and having excellent knowledge of creating the art ideas for digital development. Seeking for a challenging opportunity in which I will show my guts.

WORK EXPERIENCE

Airblue Ltd as a (Client Relations Executive) **Mar 2014 Till Date**

Currently working as a **Client Relations Executive**

3 Years in ticketing as Executive Travel Services.

9 Years in Sales.

Main Duties & Responsibilities as Client Relation Executive

- Penetrate in the travel market, grab new businesses and retain & sustain current.
- Increase the market share & create demand among trade partners.
- Deal & solve the queries of the travel agents in order to keep them on-board.
- In charge of Hajj & Umrah cell.

Main Duties & Responsibilities as Executive Travel Services

2009 to 2012

- Maintaining inventory levels by ordering supplies and restocking items as needed
- Communicating with other departments to ensure that there are enough employees available to meet customer demand during peak hours.
- Has always been a part of sales promotion and strategic marketing plans meetings
- Training new employees and monitoring performance to ensure they are meeting company standards
- Managing daily operations to ensure that it runs efficiently and is profitable
- Providing customers with product information and helping them find what they need

- Assigning tasks to employees according to their job descriptions and training them on proper procedures
- Supervising employees to ensure that they are performing their tasks safely and effectively.
- Enforcing safety rules and regulations in the workplace ethics to prevent accidents or injuries
- Conducting performance evaluations of employees to ensure they are meeting company standards

Main Duties & Responsibilities as Supervisor Travel Services

- Actively involved in developing & Implementing policies, logistic arrangements and procedures to make Serene Air a very successful airline.
- Supervise and train staff
- Review staff performance and offer constructive feedback
- Collaborate with team leads on setting and achieving team-specific goals
- Display merchandise to maximize purchasing appeal
- Organize sales and product demonstrations
- Write sales and customer reports and make recommendations for improvements
- Interact with customers and resolve complaints or grievances

Main Duties & Responsibilities as Travel Counselor

- Arranges reservations and routing for passengers at request of Ticket Agent.
- Examines passenger ticket or pass to direct passenger to specified area for loading.
- Assigns specified space to customers and maintains computerized inventory of passenger space available.
- Determines whether space is available on travel dates requested by customer.

Working Environment & Communication

- Good relationship skills and coordination with other teammates, knowing the work requirements & sense of work ownership.
- Make comfortable bonding with trade partners keeping the formal decorum intact. Easy accessible for agents in working hours.

ACHIEVEMENTS

- Got appreciation certificate for supporting first official hajj operations of airblue.
- Got appreciation certificate for contribution in station group sales, Lahore (2016).

EDUCATION

- Matriculation From Govt. Model Girls High School, Model Town, Lahore in 1997-1998.
- F.sc From Govt. Islamia College for Women, Lahore in 1999-2000.
- B.sc From Govt. Islamia College for Women, Lahore in 2003

PERSONAL INFORMATION

Permanent Residence	Sharjah
Religion	Islam
Marital Status	Single
Nationality	Pakistani

ADDITIONAL SKILLS

Extensive knowledge of Airline industry, Sales & marketing proficient in Ms office.

STRENGTHS

Strong proactive & reactive approaches when required, decisive & critical thinker while dealing with trade partners.

REFERENCES

References available on request