

# Resume

**Faraz - Ul - Hassan**

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## Objective

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company. Seeking an entry-level position to begin my career in a high-level professional environment.

## Profile

- Diversified industry experience in Travel, Logistics, Trading, Gems/Stones & Textile.
- Hands on experience on MS Office & Other industry Soft wares.
- Good team player, communication, and interpersonal skills.

## Work Experience

**Al Cabana Travel & Tourism LLC - Oct 2019 To Oct 2021**

**Customer Service  
Agent**

### Job Responsibilities:

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- Develop and expand customer base for Staycation, tours
- Use promotional techniques and prepare promotional materials to sell country attractions packages.
- Handle unforeseen problems and complaints of clients and determine the solution eligibility for money returns.
- Ensure all communication both written and verbal is professional, accurate and conducted in a timely manner.
- Develop new, exciting travel related services.
- Sound knowledge about other organizations pricing & service policies.
- Experience of booking hotels & transfers in both Pilgrim Cities of Makkah & Madinah.
- Sound knowledge about Air Ticketing.
- Develop worldwide Tour packages.
- Process all documents required for the Visa processing.
- Act as an intermediary between the various embassies and the agency.
- Diagnose the clients' specifications and wishes and suggest suitable travel packages or services.
- Research various destinations and means of travel regarding prices, customs, weather conditions.
- Organize travels from beginning to end, through booking tickets and accommodation, securing rental transportation etc.
- Sound knowledge on worldwide destinations, tours, flights as well as Hajj & Umrah.
- Clear concepts on all bookings, issue, reissue and refund policies. Liaison with travel partners, including airlines and hotels and tour operators.

• **M/s- Dyne Travel Agency - Feb 2014 To Sep 2019**

**Hajj, Umrah and Travel Consultant**

Based on my previous performance office management recalled joining the office under following job descriptions.

### Job Responsibilities:

- Develop and expand customer base for Hajj, Umrah & Islamic Tours.
- Use promotional techniques and prepare promotional materials to sell Islamic Tour packages.
- Handle unforeseen problems and complaints of clients and determine the solution eligibility for money returns.
- Ensure all communication both written and verbal is professional, accurate and conducted in a timely

manner.

- Develop new, exciting travel related services.
- Sound knowledge about other organizations pricing & service policies.
- Experience of booking hotels & transfers in both Pilgrim Cities of Makkah & Madinah.
- Sound knowledge about Air Ticketing.
- Develop Hajj, Umrah & Tour Packages.
- Process all documents required for the Visa processing.
- Act as an intermediary between the various embassies and the agency.
- Diagnose the clients' specifications and wishes and suggest suitable travel packages or services.
- Research various destinations and means of travel regarding prices, customs, weather conditions.
- Organize travels from beginning to end, through booking tickets and accommodation, securing rental transportation etc.
- Sound knowledge on worldwide destinations, tours, flights as well as Hajj & Umrah.
- Clear concepts on all bookings, issue, reissue and refund policies. Liaison with travel partners, including airlines and hotels and tour operators.

#### **M/s-Unicorn International Pvt. Ltd. (Operation Management Division) - Feb 2011 to Jan 2014**

Based on my well reputed performance company decided to upgrade my position and transferred to operations management division as Assistant operation manager under following responsibilities:

##### **Job Description:**

- Manage daily activities, including staffing, scheduling, and customer interactions.
- Coach and train employees and staff.
- Audit and place orders for equipment, supplies and materials.
- Monitor, evaluate, and report on budget, costs and income.
- Handle routine tasks and end buyer's problems and escalate unusual or high priority items.

#### **M/s-Unicorn International Pvt. Ltd. (Garments Division) - Jan 2010 To Dec 2010**

##### **Quality Controller**

Have join company under job designation of Quality Controller with following job responsibilities:-

##### **Job Description:**

- Involved in Quality checking.
- Engaged in Shipment delivery as per target.
- Supervised finishing department.
- Worked with QC of different buying Agencies.

#### **Lipton (Sister concern for Unilever Pakistan for tea products) - Jul 2009 To Dec 2009**

##### **Quality Controller**

##### **Job Descriptions:**

- Maintained machine daily production & production hours.
- Conducted Tea, Tea bags & Tea boxes inspection.
- Generated daily inspection status report.
- Handled customer complains.
- Inspected labor's tidiness.

#### **M/s-Inter-Fret Pvt Ltd. (Clearing & Forwarding) - Aug 2006 To Sep 2008**

##### **Quality Controller**

##### **Job Descriptions:**

- Entered data on clearing system.
- Sent daily shipment reports to our contractors.
- Prepared letters for clearing notice.
- Coordinated with contractors on port for shipment clearance.
- Maintained shipment files for further processing.

**M/s-Dyne Travel Agency - Feb 2004 To Jul 2006**  
**Umrah Consultant**

**Job Descriptions**

- Prepared all visa related process documents.
- Maintained the register for passports.
- Coordinated with client for ticket and travel documents processing.

**Education**

Bachelor of Commerce **2009**

- University of Karachi

Intermediate **2005**

- Premier College

Matriculation **2003**

- Britannia High School

**Computer Skills & Courses**

**COURSES**

- Proficient with MS EXCEL & MS WORD
- Window 7, Window XP
- Worked on clearing & forwarding system
- Aviation Grooming & Orientation Certificate
- Professional Certificate in Air Ticketing and Tariff