

SYED ZOHAIB ABBAS MEHDI

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POSITION OBJECTIVE

To pursue a carrier in a well-reputed organization where I could practically apply the knowledge required through my education & experience.

ACADEMIC EDUCATION QUALIFICATION

- Bachelors in Commerce from University of Karachi.
- Intermediate in Science from Intermediate Board Karachi.
- O'levels from Army Burn Hall College for Boys Abbottabad.

TECHNICAL QUALIFICATION

- Ms Office.
- Sabre System (GDS System) from PIA Contact Center.
- Worked on Orix (for loyalty management program)
- Working on Traverse (for loyalty management program)
- Sabre Sonic Loyalty (for loyalty management program)

WORKING EXPERINCE

ICM Japan

International Business Development Executive.

(Feb 2021 till Dated)

Responsibility Included:

- Sale and promote Japanese used Cars from Japan to Region Carib
(Small Islands and Trinidad).
- From company stock and Japanese Auction
- Deals with clients via call, email, Facebook and WhatsApp.
- Responsibility from purchase of a unit till shipping it to the port of the region.

QUALITY AVIATION

Sales Executive in Religious Department.

(Jan 2019 till Jan 2021)

Responsibility Included:

- Sale and promote exclusive umrah packages for 5 Star till 3 Star hotels in Makkah and Medina.
- Deals with clients of co-operative companies for the Umrah & Ziyarat trips such as Philips and Morris, Pharmevo, Getz Parma, Abbott, etc.
- Also promote Hajj 1440H.
- Works on GDS System, Sabre and PIA Hitit for reservation, ticketing and flights changes.
- Controlling all Umrah operations visas, hotels, accommodation, transportation, etc.

SHAHEEN AIR INTERNATIONAL

Assistant Manager (Central Reservation Control) Revenue Management and controlling fare & loads of all domestic flights and Mashhad sector (Iran).

(Nov 2013 till Oct 2018)

Responsibility Included:

- Pricing and Inventory of All Domestic flights and MHD sector (International).
- Identify traffic flows and business opportunities to maximize revenue across routes.
- To generate maximum revenue for my company by controlling & changing fare according to situation of load & demand in market.
- Monitor competitor airlines and recommend if any changes and deviations required enhancing pricing structure.
- Creating extra flights when necessary for creating extra revenue using web base reservation system.
- CRC section that includes fares controlling, reservations control, flight schedules, aircraft and flight time update.
- Handle Group Queries.
- Responding and action on all operational emails.
- Making a booking of cockpit crew, all SAI staff and engineers.

CRO (Customer Relationship Officer) Contact handling interactions like Inbound and Outbound voice interactions, emails, web chat and co-browsing sessions related to Airline Customer. Ensure customer delight and to understand thoroughly the airline business and work with their operational systems as to ensure the best possible service for the customers.

(Nov 2010 till Nov 2013)

PIA CONTACT CENTER (Project Outsourced to TERADATA CORPORATION)

CRO (Customer Relationship Officer) in *Frequent Flyer Programme-PIA Awards Plus* (PIA, Standard Chartered Bank's Loyalty Management Project & U Fone's Marketing Project)

(Sep 2007 till Nov 2010)

Responsibility Included:

- Perform the main operations of processing & issuing of Awards to esteemed PIA patrons.

- Assist in identifying gaps in existing processes & offer recommendations for further improvement to concerned authorities.
- Conduct periodic refresher sessions on the said Frequent Flyer Terms & Conditions & policies to all the existing & new employees across the board.

CSR (Customer Service Representative) in PIA Reservations

Responsibility Included

- Handled reservations, customer complaints & queries via Inbound and Outbound voice interactions, emails and chats.

(Jan 2007 till Aug 2007)

PROFESSIONAL ACHIEVEMENTS

Awards, in the capacity of a Customer Services Representative for the Frequent Flyer Programme-PIA Awards Plus and PIA Contact Center.

- Designed Loyalty program **Shine Miles** for Shaheen Airline (Frequent Flyer policies, terms & conditions and SOP)
- First customer service representative of PIA Contact Center who awarded as **An Outstanding Performer Certificate**.
- Recipient of "Employee of the month in April 2010".
- Recipient of "Attendance Certificate in the months of Jul-Dec 2008".
- Recipient of "Employee of the Quarter in the months of Apr-Jun 2008".
- Recipient of "Employee of the month in April 2008".
- Recipient of "Attendance Certificate in the months of Jan-Jun 2008".
- Within the eight month transferred in PIA Award +Plus Department on merit basis.

LANGUAGES

- Urdu & English.

PERSONAL INFORMATION

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| • NAME | SYED ZOHAIB ABBAS MEHDI |
| • FATHER'S NAME | SYED IFTIKHAR MEHDI |
| • DATE OF BIRTH | JANUARY 15 TH 1986 |
| • PLACE OF BIRTH | KARACHI |
| • NATIONALITY | PAKISTANI |
| • MARITAL STATUS | MARRIED |
| • DOMICILE | SINDH |
| • PASSPORT | AM0173601 |