



# KAISER HAMID

RESIDENCE WORK VISA (TRANSFERABLE)

## CONTACT

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- DOHA, QATAR

## EDUCATION

**DILOARA JAHAN MEMORIAL SCHOOL & COLLEGE**  
HSC - Higher Secondary Certificate  
2014-2015

**ALHAJ TAJUL ISLAM HIGH SCHOOL**  
SSC - Secondary School Certificate  
2014

## SKILLS

- Airline Ticketing & Reservation
- GDS Systems (Sabre / Galileo)
- Fare Calculation & Issuance
- Customer Service & Support
- Travel Itinerary Planning
- Booking Modification & Cancellation Handling
- Talent Sourcing
- Communication Skills
- Problem Solving
- Time Management

## LANGUAGE

Bangla

English

Arabic

## PROFILE

A dedicated and detail-oriented professional with solid experience in airline ticketing, reservation management, and customer support. Skilled in handling GDS systems, fare calculation, booking modifications, and travel documentation. Additionally experienced in manpower recruitment, including candidate sourcing, screening, and coordination throughout the hiring process. Strong communication skills, problem-solving ability, and a commitment to delivering efficient service while maintaining accuracy and professionalism.

## EXPERIENCE

- 2019** - **DHIOFUR RAHMAN TRAVELS**  
**2025** - **TICKETING & RESERVATION OFFICER**
- Managed airline ticket issuance, re-issuance, refunds, and travel reservations using GDS systems (Sabre / Galileo).
  - Assisted customers with booking inquiries, fare calculation, itinerary planning, and travel documentation.
  - Handled booking modifications, cancellations, and resolved ticketing-related issues promptly and accurately.
  - Coordinated with airlines and travel partners to ensure smooth operations and updated travel policies.
  - Provided excellent customer service, ensuring high satisfaction and repeat sales.
  - Maintained daily sales reports, booking records, and prepared documentation for accounts and management.



## Personal Quality

- > Strong communication skill.
- > Hard working.
- > Leadership capability.
- > Ability to work under pressure.
- > Flexible mentality to own the organization norms.