

HELAL ABDULLAH

CONTACT

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DOHA, QATAR

EDUCATION

2018-2019

ISLAMIC ARABIC UNIVERSITY

- SUBJECT OF ISLAMIC STUDIES
- GPA: 3.65 / 5.00

2018 - 2019

NATIONAL UNIVERSITY OF BANGLADESH

- Bachelor of social science (BSS)
- GPA: 2.65/ 4.00

SKILLS

- GDS Galileo Reservation System
- Flight Ticketing & Reservations
- Customer Service & Client Relations
- Fare Calculation & Ticket Issuance
- Itinerary Planning & Travel Consultancy
- Handling Cancellations & Refunds
- Sales Target Achievement
- Communication & Interpersonal Skills
- Attention to Detail
- Time Management

LANGUAGES

- English
- HINDI

PROFILE

My goal is to work in a professional and growth-oriented environment where I can develop my skills, learn new things, and give my best to help the company achieve its goals. I am passionate about taking on new challenges, working as part of a team, and always improving myself to become better every day. I am looking for an opportunity where I can build a strong and successful career while making a positive contribution to the organization.

WORK EXPERIENCE

Al Wafa Travel & Tourism - DOHA , QATAR

OCT 2024 - PRESENT

SALES & RESERVATION

- Handled domestic and international flight bookings using GDS Galileo and Akbor Travels Portal, ensuring accurate fare quotes and timely reservations.
- Provided excellent customer service by advising clients on travel options, itineraries, visa requirements, and travel insurance.
- Managed ticket issuance, re-issuance, cancellations, and refunds in compliance with airline policies.
- Processed group bookings, negotiated corporate rates, and prepared travel quotations for individual and business clients.
- Maintained up-to-date knowledge of airline schedules, promotions, and fare rules to maximize sales opportunities.

Fly Ctg Tours & Travels - Chittagong, Bangladesh

MAE 2022 - SEP 2024

SALES & RESERVATION

- Respond to customer inquiries and provide accurate information about services, pricing, and availability.
- Handle reservations efficiently through phone calls, emails, and walk-in clients.

FIVERR.COM

FEB 2020 OCT 2023

FREELANCE- DIGITAL MARKETER

- Managed social media pages on platforms like Facebook, Instagram, and Twitter.
- Created and scheduled engaging posts to promote products and services.
- Ran paid social media ads to reach target audiences.
- Monitored page performance and analyzed insights and reports.
- Responded to comments and messages to maintain good customer relationships.
- Helped grow followers and increase engagement rates.