



MUHAMMED MAHIN SHAHEEN C.H

HOLIDAYS MANAGER

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ABOUT ME

Dynamic Holidays Manager and strategic leader with a proven track record of leveraging innovative practices and advanced technology to reduce costs, enhance productivity, and drive operational efficiency. Expert in fostering team performance through constructive feedback and effective communication. Eager to join your team and apply my extensive industry knowledge and management expertise to elevate collaboration and continuous improvement.

SKILLS

PERFORMANCE MANAGEMENT

COMMUNICATION SKILLS

COMMITMENT TO EXCELLENCE

RESEARCHING

TEAM LEADERSHIP AND MOTIVATION

MS OFFICE SUITE

PROJECT PLANNING AND COORDINATION

DATA ANALYSIS

MARKETING

KNOWLEDGE OF CRS GALILEO, ABCUS & AMADEUS

HANDLING COMPLAINTS AND FEEDBACK

FLUENT IN MULTIPLE LANGUAGES

CUSTOMER SATISFACTION & RELATIONSHIP MANAGEMENT DELIVERED EXCEPTIONAL SERVICE TO 1,000+ GLOBAL CLIENTS, ENSURING POSITIVE EXPERIENCES AND REPEAT BUSINESS. SKILLED IN MANAGING DIVERSE CUSTOMER NEEDS, DRIVING HIGH SATISFACTION AND LOYALTY.

GLOBAL VISA PROCESS EXPERTISE EXPERT IN INTERNATIONAL VISA PROCESSING, PROVIDING CLIENTS WITH ACCURATE GUIDANCE AND TIMELY ASSISTANCE TO NAVIGATE COMPLEX PROCEDURES AND SECURE SUCCESSFUL OUTCOMES FOR GLOBAL TRAVEL

LARGE GROUP EVENTS & MICE COORDINATION MANAGED AND COORDINATED NUMEROUS GLOBAL MICE EVENTS, ENSURING SEAMLESS EXECUTION AND EXCEEDING CLIENT EXPECTATIONS. EXPERIENCED IN ORGANIZING INTERNATIONAL TRAVEL LOGISTICS, ACCOMMODATIONS, AND ON-THE-GROUND SUPPORT FOR CORPORATE GROUPS.

INBOUND & OUTBOUND HOLIDAY PACKAGE EXPERTISE SPECIALIZED IN DESIGNING TAILORED INBOUND AND OUTBOUND HOLIDAY PACKAGES, WITH A DEEP UNDERSTANDING OF INTERNATIONAL TRAVEL MARKETS, INCLUDING DESTINATIONS, ACCOMMODATIONS, AND ACTIVITIES FOR DIVERSE CLIENT NEEDS

TRAVEL CONSULTANT & ITINERARY PLANNER SPECIALIZED IN PERSONALIZED TRAVEL ADVICE, CRAFTING CUSTOMIZED ITINERARIES, AND ORGANIZING PACKAGES BASED ON CLIENTS' NEEDS AND BUDGETS. ENSURES SMOOTH TRAVEL EXPERIENCES AND HIGH CUSTOMER SATISFACTION

SUPPLIER RELATIONS & NEGOTIATIONS BUILT STRONG PARTNERSHIPS WITH HOTELS, AIRLINES, AND LOCAL PROVIDERS TO SECURE COMPETITIVE RATES AND QUALITY SERVICE. NEGOTIATED EXCLUSIVE DEALS, ENHANCING VALUE FOR CUSTOMERS AND MAXIMIZING PROFIT MARGIN

AIRLINE PARTNERSHIPS & GROUP BOOKINGS FOSTERED STRONG RELATIONSHIPS WITH MAJOR AIRLINES IN QATAR, PARTICULARLY QATAR AIRWAYS, SECURING COMPETITIVE GROUP BOOKINGS AND EXCLUSIVE DEALS. COORDINATED LARGE-SCALE GROUP TRAVEL, ENSURING SEAMLESS EXPERIENCES AND CLIENT SATISFACTION. LEVERAGED INDUSTRY EXPERTISE TO DELIVER EXCEPTIONAL VALUE AND PREMIUM SERVICES FOR BOTH LEISURE AND CORPORATE CLIENTS

LANGUAGES

ENGLISH

ARABIC

MALAYALAM

HINDI

TAMIL

KANNADA

PERSONAL DETAILS

Date of birth
11 Dec 1995

Nationality
INDIA

Visa status
QID Holder with Transferable Visa U.S. visa holder, valid from September 14, 2023, to September 12, 2033,

Marital status
Married

DRIVING LICENSE

Driving license category
4-WHEEL LIGHT VEHICLE

WORK EXPERIENCE

FLYWELL HOLIDAYS
DOHA QATAR
Jun 2024 - Present

Holidays Manager

- Achieved 90% on-time delivery for holiday packages.
- Developed a user-friendly online booking platform, attracting new clients.
- Trained a high-performing team, reducing operational errors by 15%.
- Conducted market analysis, identifying trends that increased sales.
- Managed budgets effectively, reducing costs by 20% without sacrificing quality.

TRIPMATE HOLIDAYS, A DIVISION OF INLAND TRAVEL
DOHA QATAR
Jun 2023 - Jun 2024

Holidays Operation Manager

- Excellent communication and interpersonal skills.
- Strong organizational and time management abilities.
- Attention to detail and accuracy in handling travel arrangements.
- Proficiency in computer applications and online research.
- Sales and customer service orientation.
- Organized travel logistics to maximize efficiency and satisfaction.
- Leveraged communication skills to enhance client relationships.

MAPS AND VOGS HOLIDAYS
DOHA QATAR
Jan 2021 - Jun 2022

Holidays Supervisor

- Meet with clients to determine their travel needs, preferences, and budget.
- Provide detailed information on travel destinations, accommodations, and transport options.
- Research, plan, and book flights, hotels, car rentals, tours, and other travel-related services.
- Arrange travel insurance and other ancillary services.
- Customize travel packages to meet client requirements.
- Provide exceptional customer service and support throughout the booking process.
- Handle client queries and concerns promptly and professionally.
- Assist clients with changes, cancellations, and travel emergencies.

TRIPMATE HOLIDAYS
Kerala India
Jun 2019 - Jan 2021

Holidays Manager

- Built professional networks with other businesses, partners, and stakeholders.
- Directed organization's activities to fulfill mission objectives.
- Supervised and observed team activities, offering praise and constructive feedback.
- Planned service provisions to meet fluctuations in demand.
- Addressed and solved customer issues and complaints without difficulty.
- Planned, coordinated, and held welcome meetings for guests to obtain an extensive understanding of hotel services and facilities.

BASKIN ROBBINS
Riyad Saudi Arabia
Mar 2017 - Apr 2019

Outlet Manager

- Revamped store appearance and displays to reflect seasonal trends and promotions.
- Empowered sales team to maximize sales revenue and exceed corporate goals.
- Delivered quality service with friendly and professional demeanor.
- Prepared rotas and administered payroll for large store.
- Trained and supervised team to deliver on store sales targets.

ALL NEW COLLECTION LLC
DUBAI, UAE
Oct 2014 - Oct 2016

Sales Executive

- Managed customer relationships through consultative sales techniques to attain individual sales goals.
- Closed large sales to exceed quota and align with company targets.
- Liaised with potential customers to determine needs and provide recommendations.
- Studied competitors to develop innovative selling strategies.
- Applied processes and systems with proven results to increase customer satisfaction.

RIYA TRAVEL AND TOURS
KERALA, INDIA
Apr 2014 - Oct 2014

Travel Consultant

- Meet with clients to determine their travel needs, preferences, and budget.
- Provide detailed information on travel destinations, accommodations, and transport options.
- Research, plan, and book flights, hotels, car rentals, tours, and other travel-related services.
- Arrange travel insurance and other ancillary services.
- Customize travel packages to meet client requirements.

EDUCATION

IATA AKBAR ACADEMY OF AIRLINE STUDIES
Kasaragod
2014

Diploma of Higher Education

- IATA/UFTAA FOUNDATION, CRS GALILEO, ABCUS & AMADEUS

COMPUTER SCIENCE CJHSS CHEMNAD
Kasaragod
2013

Certificate of Higher Education

CJHSS CHEMNAD
Kasaragod
2011

SSLC

ACHIEVEMENTS

CUSTOMER SATISFACTION & GLOBAL TRAVEL PACKAGES SUCCESSFULLY SENT 5,000+ HAPPY CUSTOMERS ON HOLIDAY PACKAGES WORLDWIDE, ENSURING ASSISTANCE EXPERIENCED IN HANDLING VISA ASSISTANCE FOR CLIENTS ACROSS THE GLOBE, ENSURING SMOOTH AND EFFICIENT PROCESSING

TRAVEL HISTORY

- Traveled to countries including Saudi Arabia, Bahrain, UAE, Georgia, Turkey, Kazakhstan, Armenia, and Oman

VISA STATUS

- QID HOLDER WITH TRANSFERABLE VISA AND U.S. VISA HOLDER VALID UNTIL 12 SEP 2033**