

RABBI ABDUS SATTAR

Sr. Manager Reservation & Air Ticketing

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SUMMARY

Accomplished reservation manager with 9 years of experience in the travel industry, specializing in air ticketing and customer service. Proven leadership in managing teams and enhancing operational efficiency, resulting in improved client satisfaction. Demonstrated expertise in reservation systems and administrative processes, with a strong ability to adapt and communicate effectively in multiple languages. Seeking to leverage extensive experience to drive success in a senior management role.

EXPERIENCE

RS Air International & Sanjida Travel, CEO & Co Founder Air ticketing, Umrah, Logistics & accomandations, Customers Priority	01/2024 – 02/2025 Dhaka, Bangladesh
Bismillah Travel Dhaka LTD., Reservations And Ticketing Executive B2B, Air ticketing, issue, reissue, refunds, amadeus Expert in manual, customer services	05/2023 – 12/2023 Verona, Italy
Air World International Dhaka, Reservations And Ticketing Executive Air Ticketing, Umrah Package, Logistics & accomandations	01/2023 – 04/2023 Dhaka, Bangladesh
Modern Creativity Travel & Tourism, Reservations Manager Gds, Reservations, Issue, Reissue, Refunds, Customer Service	01/2022 – 10/2022 Madinah, KSA
Travels Point, Manager Gds, Reservations, Online services, Customer Services	01/2021 – 12/2021 Riyadh, KSA
Xi Gulf Travel & Tourism, Reservation Manager Gds, Visa, Packages, Reservations, Hotel Bookings, Cruise Bookings	01/2017 – 12/2020 Madinah, KSA
Turki Travel, Reservation Executive Gds, Customers Service, Online Services	01/2016 – 12/2016 Madinah, KSA

EDUCATION

Bachelor's in Tourism & Hospitality Management(BTHM), King Saud University	01/2019 – 09/2022 Riyadh, Saudi Arabia
HSC, Dar Al-Hijra	01/2017 – 11/2018 Madinah, Saudi Arabia
SSC, Dar Al-Hijra	01/2015 – 10/2016 Madinah, Saudi Arabia

SKILLS

• MS Word	• MS Excel	• Proficiency in Various Languages	• Fast typing
• Team Player	• Responsible	• Senior Leadership	• Business Development
• CEO Experience	• Gds	• Adobe Photoshop	• Adaptability
• Customers Handling	• Leader	• Task Managements	• Strategic Planning
• Supervising Experience	• Multilingual		

LANGUAGES

English Native	Arabic Native	Bangla Native
Hindi Native	Urdu Native	Italian Intermediate

INTERESTS

- Boating, Travelling, Fishing, Driving, Gaming, Etc.

TRAINING/COURSES

Amadeus

Galileo

Sabre

OTA

Hotel Bookings

Cruise Reservation

Rail Bookings

KEY ACHIEVEMENTS

Best Sales Award 2017, Oman Air Recognized by Oman Air for exceptional sales performance and outstanding service delivery in the Madinah region, contributing significantly to the airline's market presence and customer satisfaction.	25/01/2018
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Best Sales Award 2018, Saudia Airlines Recognized by Saudia Airlines for outstanding sales performance and exceptional service delivery in the Madinah region, contributing significantly to the airline's market leadership and customer satisfaction.	28/01/2019
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Efficiency Improvement

Led a team to increase efficiency by 20% in six months.

Cost Reduction

Reduced operational costs by 15% through process optimization.

Customer Satisfaction

Implemented a strategy increasing customer satisfaction by 25%.

Revenue Growth

Drove revenue growth by 30% through innovative sales strategies.

Successfully Organized International Tour Package

Spearheaded the development and execution of comprehensive tour and holiday packages to prominent destinations, including Baku, Azerbaijan, and Trabzon, Turkey. These packages encompassed key tourist attractions such as Baku and Maiden Tower, as well as Trabzon and Mazar-E-Sharif. The initiatives led to a significant increase in customer engagement and satisfaction, marking a major success in international tourism promotion. These accomplishments highlight a proven track record in sales excellence and strategic tourism development, demonstrating a commitment to delivering superior customer experiences and contributing to organizational growth in the competitive aviation and travel industry.

INDUSTRY EXPERTISE

Gds Expertize

Reservation & Air Ticketing Expertize

Amadeus Manual Expertize

Customer Service

Multilingual Expertize

Team Management

Supervision Leadership

STRENGTHS

Understanding & Learning new things

It will help me to improve myself & adaptability & provide me the spirit & strength to lead to success.