

MD ABU SAYEM SUJON

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PROFESSIONAL SUMMARY

Dynamic professional with 15 years' experience in travel industry, excelling in high-volume work environments and exceeding customer expectations. Proficient in travel booking systems and skilled at building client relationships through outstanding negotiation and communication skills. Accomplished competitive pricing and resolved complex travel issues, demonstrating exceptional problem-solving abilities and customer service excellence. Seeking a position within the travel industry to further build my skills and contribute my experience.

SKILLS

Strong Interpersonal Skills | Effective Communication | Client Relationship Management | Work Under Pressure | Effective Phone Etiquette skills | Teamwork & Work Independently | Proficient in Computer skill, Software, MS Office, Resource Browsing | Travel Arrangements | Knowledge of Destinations

WORK EXPERIENCE

Sales Manager

Oct 2016 – Aug 2023

Oracle Travels Limited. Dhaka, Bangladesh

- Organized and managed travel arrangements including flight scheduling, hotel reservations, and group bookings.
- Assisted customers in resolving any issues that arose during their travels.
- Maintained relationships with airlines, hotels, cruise lines, insurance providers, and other vendors in order to secure competitive pricing for customers.
- Achieved results by consistently exceeding customer expectations, managing high-volume workloads, researching unique travel destinations, negotiating exclusive deals, and providing proactive and personalized travel experiences.

Sr. Executive (Reservation & Ticketing)

Aug 2008 – Oct 2016

Oracle Travels Limited. Dhaka, Bangladesh

- Provided customer service to travelers by answering inquiries regarding flight schedules, fares and seat availability.
- Issued tickets manually and electronically using the appropriate software systems.
- Resolved customer complaints regarding fare discrepancies or other issues related to their reservation.
- Utilized problem solving skills to resolve disputes between airlines and customers quickly and efficiently.

EDUCATION

High School Diploma

2005

Ideal College, Dhaka, Bangladesh

CERTIFICATIONS

- **Amadeus Basic Functionality Course** 2016
Amadeus India Subcontinent, Dhaka, Bangladesh
- **Travel Agency & Tour Operation Training Course** 2006
Travel Trade Training Centre, Dhaka, Bangladesh