

# Zardar Fazal Khan

Revenue Management Professional

14/1, Shakti Nagar, CS road, Dahisar (East) Mumbai 400068

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## PROFESSIONAL SKILLS and COURSES

Communication Skills

Computer Skills

Interpersonal skills

Analytical Skills

Adaptable to changing Environment

IATA Foundational Level – I

- Galileo
- Amadeus Pro Tempo
- BABS (British Airways Business System)
- Sabre
- World Span

Computerized Reservation System (CRS)

- Amadeus Vista
- Altea

Computer Languages

- Dos
- GW Basic
- Windows 98
- Internet

## PERSONAL SUMMARY

Dedicated professional seeking a challenging role; one which offers me the opportunity to continuously learn and evolve myself as well as enhance my working capacities, professional skills and business efficiencies to serve my organization in the best possible way with sheer determination and commitment.

## WORK EXPERIENCE

### JET Airways Pvt. Ltd.

**Designation:** Revenue Management Assistant Manager (RMS)

**Period:** November '05 - Till Date

### Responsibilities:

- Mentoring and Managing a team of 10 individuals thereby creating a strongly motivated and cohesive team
- Handling queries from Jet Airways offices across India as well as dealing with Confirmation, Availability and Overbooking of flights
- Checking of MEDA Cases, Stretcher Cases and Meal Requests
- Cancellation and Checking of Duplicate PNRs to save of Seats and Revenue for Jet Airways
- Pricing of PNRs and Quoting fares for various Travel Agents and Passengers across India
- Manage the Policy for Time Limit For All Inbound Connecting Passengers.
- Carry Out Unplanned Schedule Change And Execute The Re-Accommodation Process in case of Change of Aircraft, Delay and Combination of Flights or Routine Flight Disruption
- Handling Groups bookings and queries related to groups across India dealing with groups confirmations.
- Preparing BRD for the Automations.

## **PERSONAL SKILLS**

Building Relationships  
Smart Appearance & Presentable  
Highly Motivated & Organized  
Good Social skills

## **ACADEMIC QUALIFICATIONS**

Graduation :- BA - (History)  
Mumbai University : 2001

H.S.C  
Mumbai University : 1998

S.S.C  
Mumbai University : 1996

## **PERSONAL DETAILS**

Address:

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E: zardar80@gmail.com

DOB: 10/02/1980  
Nationality: Indian

## **HOBBIES**

Traveling and Exploring New Places  
Listening to Music  
Watching Movies  
Playing Indoor Games

## **WNS Global Services Pvt. Ltd.**

**Designation:** Customer Services Associate

**Period:** April '03 - November '05

### **Responsibilities:**

- Group's space allocation: this deals with messages and PNRs received from CRS agents or other airlines requesting Group space on British Airways
- ZZ Seat Protection: these are created for stretchers, extra seats for passenger's comfort, cabin loading of special items, guide dogs and diplomatic baggage
- Reservation Assurance: work involves guaranteeing silver, gold and premium card holder and confirming reservation in the full fare economy on full flights only
- Upgrades: this involves forecasting and pre upgrading passenger 18-20 hours prior to departure for long haul flights departing from
- LHR to smoothen departure procedure at LHR airport thus improving BA load factor and assisting revenue management in selling the maximum number of seats on the aircraft
- Overbooking: purpose of this project is to reduce over booking and hence assist revenue management to sell maximum possible seats on the aircraft to improve load factor
- LCC: Deals with capturing the fares from the website of low cost carrier like Easy Jet, Ryan Air, Fly BMI, Fly BE etc. for the specific sector in GBP and taxes should be added fare and same to be reported to BA
- ATPCO: This involves monitoring of fares in details by analyzing fare and reporting to British Airways so that it comes out with more competitive fare in market
- Worked for Gross Fare Audit Team where I used to audit the British Airways tickets issued by various travel agents across United Kingdom, which helped in raising the ADM's (Agent Debit Memo) for the same

## **New Robinson Tours and Travels Pvt. Ltd.**

**Designation:** International and Domestic Counter Staff

**Period:** March'02 - April'03

### **Responsibilities:**

- Handling Frontline Reservations
- Issuing International and Domestic Tickets
- Managing and Planning Tours and Travel Arrangements for Corporate Clients and Walk-in Passengers
- Fare Calculation and Fare Quoting as per the routings