# **A3637 copyARTHUR HOLGADO MARASIGAN**

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**CAREER OBJECTIVE**

Highly motivated and goal oriented person looking for a position as a Travel Consultant. Seeking an opportunity in the organization to, display my positive attitude and hard work for the growth of the company.

**KEY SKILLS and STRENGTHS**

* Capability to work under pressure.
* Very responsible in taking up booking/travel requirements and deliver on time.
* Knowledge of call center business and have an ability to manage multiple, complex and on-going tasks and projects.
* GDS – GALILEO, SABRE and DFO (Dnata Front Office) system.
* Knowledge of Holidays/package creation using different online tools like GTA and Dnata online reservations.
* High customer service orientation and have an ability to learn technology quickly
* Proficient with Microsoft Office System (including Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Outlook)
* Experienced in customer service that enjoys challenge-seeking opportunity to learn and improve skills.
* Good communication skills and effective use of it.
* Very flexible and punctual at work.

**WORK EXPERIENCE**

1. **DNATA – Abu Dhabi (Emirates Airline Group)**

**Worked as a Travel Consultant based in Bawabat Al Sharq Mall, Baniyas East Abu Dhabi**

Commercial Tower A, Behind City Seasons Hotel

Electra St. Abu Dhabi PO Box 11141

May 2014 – Sep 2016

**Main Duties and Responsibilities:**

* Assist clients in finding travel package deals for their needs
* Aid clients with reservations, transfers, changes, and cancellations
* Book domestic and international reservations for air travel and hotel.
* Secure new client sales and retention through customer service provided
* Check/monitor daily queues (or similar program) to maintain quality control.
* Stay educated on airline rules, regulations and current affairs.
* Preparing Tally Sheet and Daily Sales Summary Report.
1. **Traveller's Choice Travel and Tourism LLC**

**Travel Consultant**

Shop # 8, Behind Dolphin Hotel, Meena Bazaar Bur Dubai, UAE

December 2012 – April 2014

**Main Duties and Responsibilities:**

* Assist clients in finding travel package deals for their needs
* Aid clients with reservations, transfers, changes, and cancellations
* Book domestic and international reservations for air travel and hotel.
* Secure new client sales and retention through customer service provided
* Monitor and sort global distribution system (GDS) queues (or similar program) to maintain quality control
* Stay educated on airline rules, regulations and current affairs
* Provide alternatives for customer travel
1. **TELETECH Customer Care Management Philippines Incorporated**

**TELSTRA Corporation Limited** (Major Telecom Industry based in **Australia**)

**Mobile Billing Consultant (Customer Service Representative/Call Centre Agent)**

Lipa City, Batangas, Philippines

October 2009 – December 2011

**Main Duties and Responsibilities:**

* Investigating and backdating if there was a billing error or discrepancy on the customer's mobile account.
* Offered new products and services.
* Providing information and knowledge of the customer's mobile phone plan.
1. **Advanced Contact Solutions Inc. Philippines**

**US Airways Airline**(Major Airline Industry based in USA)

**Customer Service Representative/Call Center Agent/ (Ticketing &General Reservations)**

Ayala Highway Lipa City Batangas, Philippines

May 2007 – October 2009

**Main Duties and Responsibilities:**

* To help airline customers locate and book flights, hotel reservations and car rentals for their traveling needs and providing general knowledge and information regarding their flights schedule, ticket restrictions, airport rules and travel policy.
* Assists the customers to make sure their travel plans are satisfactory and handled inquiries with problems or concerns about reservations, flight information and even lost luggage.
* As a part of giving excellent service, I must also provide the customer with airport baggage and security information and assist in coordinating services for travelers that require special assistance.
* Provides excellent customer service and to help resolve any customer complaints.

**ACADEMIC QUALIFICATION**

Bachelor of Science in Development Communication from Batangas State University Philippines in 2006

IATA Certified Travel Consultant

**PERSONAL INFORMATION**

Birthday: September 04, 1984

Height: 5”9’

Nationality: Filipino

Language Spoken: English, Tagalog and Basic Arabic

*I hereby certify that the above information is true and correct to the best of my knowledge and belief*

**ARTHUR H. MARASIGAN**

Applicant