



# KISHORE SUNAR

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Maitidevi, Dist-Kathmandu,  
Zone-Bagmati, Nepal

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## EDUCATION

### Bachelor in Tourism Studies

International Center for Academics, IGNOU

**Jan 2016 — PRESENT**

### Diploma in Travel and Tourism

IATA Development And Training Institute, Canada

**Mar 2014 — Sep 2014**

### Intermediate/+2

Paramount Boarding Higher Secondary School, HSEB

**Jan 2007 — Dec 2009**

## QUALIFICATIONS

- Self-motivated and believe to work with a logical view with flexible practical approach
- Five solid years of working experience in both Travels and Airline
- Flourished background of Airlines and Tourism Industry
- Determined to succeed through emotional intelligence, team-worker, negotiation skills and conflict resolution
- Creative, resourceful and flexible, able to adapt to changing priorities and maintain a positive attitude and strong work ethic.
- Working knowledge and proficiency in Microsoft Excel, Word, Access and Outlook

## WORK EXPERIENCE

### Qatar airways

Senior Sales Support Agent

**September, 2017 — Present**

- Working at sales department where I have learned how to excel in analytical works which includes generating different types of reports, analyzing trades and their performance, developing sales and marketing plans.
- Coordinating among SE's, agencies, HNI's, Corporate decision makers to always push for more sales maintaining ATV and if needed to derive business from OAL
- To make sure working tool provided by Company like Galaxy CTK points /Workflow is used at its Best way profiting to Company
- Follow-up and find out group movement booking with OAL. Get maximum revenue by sending groups request when seats are available.
- Convincing and Negotiating with Group Desk if fare gets offered showing the importance of that group and how much revenue we can generate with mentioning the fare offered by OAL
- Sending Ad-Hoc Configuration change request to Inventory Management whenever there is chance of upgrading the equipment and additional business
- Downloading BO from Galaxy and preparing various report as per the requirement

by SE's and Manager

- Weekly checking and preparing MIDT // Advance booking Trend Report
- Assisting the Manager in implementing sales strategies for the company
- Maintain professional internal and external relationships that meet company core value
- Proactively establish and maintain effective working team relationships with all support departments
- Prepare and conduct weekly quick sales meeting every week without fail
- Updating supplementary capping in all GDS and providing QR inventory or stock to potential new agent seeing the their documents and consulting with line manager
- As Qbiz champion of station looking after all inquiries relates to Qbiz
- Assist Trade on QR policy related quires

### **Qatar airways**

**October,2015 — September,2017**

Reservation and Ticketing agent

- Responsible for answering phone, booking ticket for direct customer over phone or at counter
- Processing UMR, MEDA, FFP queries and redemption, AD/ID/ZED tickets issuance
- Issuing, Reissuing and Refunding tickets
- Issuing, Reissuing and Refunding EMD's
- Regularly checking Queues
- Filtering the flight and sending Meal order to request to SKY CHEF
- Doing PFC (Pre-Flight Check )
- Handling flight disruption following the QR Commercial Policy
- Maintaining and developing strong, sustainable relationships with key travel agency clients as well corporate
- Assisting the Duty Officer in implementing sales strategies for the company
- Carry out other tasks when assigned by line in-charge

### **Venture Travels Pvt Ltd**

**August, 2015 — October, 2015**

Ticketing In-charge

- Overall in-charge of ticketing and reservation staff where my main responsibility
- Visiting Corporate, HNI's to assign business
- Keeping and Maintaining good relationship with Airlines

### **IDL Nepal Travels Pvt Ltd**

**January, 2015 — June, 2015**

Senior Travel Consultant

- Supervising ticketing staffs and handling foreign clients specially of USA and Canada sectors
- Gather market and client information, and following up with visits to develop new business

### **Yeti Travels Pvt Ltd**

**March, 2014 — January, 2015**

Ticketing Officer

- Handling ticketing business of given cooperates houses and to guide travels desk of company all around valley
- Assisting the Supervisor in implementing sales strategies for the company

## **Deluxe travel W.L.L**

**January, 2012 — February, 2014**

Travel Agent

- Handling daily work as staff ticketing and reservation
- Carry out other tasks when assigned by Company

### **SPECIALIZATION S AND SKILLS**

Ticketing And Reservation, Sales Support, Tele Marketing/Tele Sales, Ms-Office

### **TRAINING/CERTI FICATES**

1. Amadeus Reservation and Ticketing [Qatar Airways Office Doha ]
2. Basic Passenger Tariff [Qatar Airways Office Doha ]
3. World Explorer Specialist [One World Online Exam ]
4. Sabre training [Sabre office online training]
5. Galileo Reservation and Ticketing [Galileo Office Doha,Qatar]

### **LANGUAGE**

1.English (Avg: 4.0)  
Reading 4 Speaking 4 Writing 4 Listening 4

2.Nepali (Avg: 3.75)  
Reading 4 Speaking 4 Writing 3 Listening 4

3.Hindi (Avg: 3.75)  
Reading 4 Speaking 4 Writing 3 Listening 4

4.Bengali (Avg: 2.0)  
Reading 1 Speaking 3 Writing 1 Listening 3

### **REFERENCES**

Mr. Dipen Gurung [ RM Commercial IOC Officer // Qatar airways ]  
Address:- Doha,Qatar  
Email address:-dgurung@qatarairways.com.qa  
Contact:-00974-31361920

Mr. Sagar Chitrakar [Senior Sales Executive // Qatar airways ]  
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