

Muhammad Danial

UAE

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Vision:

To acquire a professional position in a well reputed organization, where I can utilize my professional and educational experience. A highly motivated and results driven individual who has over 5 years of invaluable experience. Skilled in tasks including: Administrative tasks, Logistics, Handling Support Staff. Well-qualified Training Specialist adept at planning and implementing onsite and remote training programs. Authoritative and clear communicator with a charismatic style and insightful approach. Pursuing new professional opportunities with room for advancement.

Keys of success:

- ✓ Integrity & Ethics
- ✓ Leadership
- ✓ Teamwork
- ✓ Training
- ✓ Recognition
- ✓ Communication
- ✓ Continuous Improvement

PROFESSIONAL EXPERIENCE:

Amadeus Pakistan (Islamabad)
Premier Aviation Services (Pvt.) Ltd.

Jun 2018 ☞ Dec 2019

Training Specialist

Major role responsibilities included:

- ✓ Making sure that every customer in Islamabad/Rawalpindi is fully trained.
- ✓ Assisting the manager in organizing, planning and implementing strategy.
- ✓ Ensuring the Training is conducted in strict schedules and objectives are met.
- ✓ Track the progress of weekly, monthly, quarterly and annual objectives.
- ✓ Communicate with clients and evaluate their training needs.
- ✓ Handle complaints from customers.
- ✓ Acquiring a thorough understanding of key customer training needs and requirements.
- ✓ Ensure the training for correct products and services are delivered to customers in a timely manner.
- ✓ Play an integral part in generating new sales that will turn into long-lasting relationships.
- ✓ Serve as the link of communication between key customers and internal teams.
- ✓ In the Absence of Senior Manager, I looked after all his Sales & Marketing activities for a month.
- ✓ Keeping up with the Head Office on latest product updates and news.
- ✓ Providing the data to the Head Office well before its deadlines.

Amadeus Pakistan (Islamabad)
Premier Aviation Services (Pvt.) Ltd.

May 2017 ☞ ***May 2018***

Sales Support/ Training Specialist/ Data Analyst

Major role responsibilities included:

- ✓ Use CRM Sales application.
- ✓ Managing master data, including creation, updates, and deletion.
- ✓ Processing confidential data and information according to guidelines.
- ✓ Making Airline's daily, monthly, quarterly and yearly reports and analysis.
- ✓ Managing and designing the reporting environment, including data sources, security.
- ✓ Supporting the data warehouse in identifying and revising reporting requirements.
- ✓ Generating reports from single or multiple systems.
- ✓ Training end users on new reports and dashboards.
- ✓ Member of the BSP (Bank Settlement Plan) team of Pakistan.
- ✓ Assist travel agents/customers regarding their queries.
- ✓ Remain in contact with the Airlines to be aware of their new policies/procedures.
- ✓ Circulate Airlines / Amadeus new policies / Newsletter.
- ✓ Provide Back-up support to travel agents and Amadeus team after office hours.
- ✓ Managing Business support for new agents using BCMS (Business Case Management Solution) application.
- ✓ Providing support in the areas relating to administration.
- ✓ Placement and scheduling of expatriate field staff for the assigned mission.
- ✓ Maintaining database of all the employees working on projects.
- ✓ Administrative follow up.
- ✓ Assisting the operations at the site offices. (Lahore & Peshawar)

Amadeus Pakistan (Islamabad)
Premier Aviation Services (Pvt.) Ltd.

Jul 2015 ☞ ***Apr 2017***

Sales Support/ Training Specialist/ Data Analyst

Major role responsibilities included:

- ✓ Managing Business cases in BCMS (Business Case Management Solution).
- ✓ Processing the Software request for the new customers as well as retaining the older customers by fulfilling their requests in accordance with the ROI plan.
- ✓ Making Sure that the entire Sales team is up to date with the latest customer data, their targets, their performance on daily basis.
- ✓ Responding on the Customer queries on calls efficiently and effectively.
- ✓ Assisted with the processing of Purchase Invoices on a weekly basis ensuring that they are matched with appropriate Purchase Order or other evidence and entered onto the accounts system.
- ✓ Entering receipts and ensuring the monies are reconciled with the internal system and banked daily.
- ✓ Posting and monitoring cheques.
- ✓ Processed all direct payments and receipts appearing on the company's bank statements daily.
- ✓ Reconciled bank account with bank statements on a weekly basis.
- ✓ Ensured that an MS Excel spreadsheet record of petty cash receipts and payments is updated on a weekly basis.
- ✓ Follow-up with the Head office regarding approvals and to further comprehend.
- ✓ Answer enquiries from employees coming from all touch points (e.g. email, phone, chat)
- ✓ Providing information to the Senior Managers regarding updates.
- ✓ Maintaining database of all the employees working on projects.

Major role responsibilities included:

- ✓ Dealing with all sorts of Bank Matters of Islamabad.
- ✓ Follow-up with the Head office regarding approvals and to further comprehend.
- ✓ Answer enquiries from employees coming from all touch points (e.g. email, phone, chat)
- ✓ Providing information to the Senior Managers regarding updates.
- ✓ Maintaining database of all the employees working on projects.
- ✓ Administrative follow up.
- ✓ Assisting the operation at a site office (Peshawar.)
- ✓ Providing support across all areas relating to administration.

PROFESSIONAL TRAININGS:

1. AMADEUS CYBER SECURITY Phishing, Secure Password, Data Privacy	ISLAMABAD	2016
2. AMADEUS CENTRAL SYSTEM CERTIFIED-3 Trainers & for Help Desk Agents	KARACHI	2017
3. CUSTOMER RELATION MANAGER – CRM-SALES Application for Customer Support	KARACHI	2017
4. AMADEUS MODIFIED TICKETING Advance Ticketing Course	ISLAMABAD	2015
5. AMADEUS CENTRAL SYSTEM CERTIFIED-2 Trainers & for Help Desk Agents	ISLAMABAD	2015
6. AMADEUS CENTRAL SYSTEM CERTIFIED Airline Ticketing and Reservation System	ISLAMABAD	2015
7. AMADEUS BASIC FUNCTIONALITY COURSE Airline Ticketing and Reservation System	ISLAMABAD	2014

EDUCATION:

BACHELOR OF COMMERCE (INFORMATION TECHNOLOGY) Allama Iqbal Open University (DISTANT LEARNING)	2019-PRESENT Islamabad
INTERMEDIATE IN COMPUTER SCIENCES Punjab College of Information Technology	2011-2012 Islamabad
SECONDARY SCHOOL CERTIFICATE EXAMINATION Transworld Public School	2009-2010 Islamabad

