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# Mohammed Riza

Senior Travel Consultant / Inside sales executive

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## SUMMARY

I am a Result oriented associate with 5 plus years of experience in Travel & Tourism along with inside sales and also I am a committed and confident team player who contributes towards the growth of organization, which will offer me excellent opportunities and challenges where my extensive knowledge will be further utilized to the best, for the achievement of organizational goals.

## PROFESSIONAL EXPERIENCE

### Senior inside sales executive

Nov '2021 – Present

#### OUTLEAP TECHNOLOGIES PVT LMT.

- Handling outbound calls.
- Hands on experience in dealing with various working professionals and students.
- Hands on experience in contributing with sales for the company.
- Archived consistence performer award
- Archived Super squad award
- Hands on experience with Zoho tool.
- Dealed with presentation for students and working professionals.
- Handling and pitching for conversions and explaining our product benefits.
- Providing career councling for higher education in abroad.
- Connecting with students across globe such as UK,USA,Australia,Ireland & Canada.

### Inside sales executive

Oct '2020 – Oct '2021

#### Toppr.com ( Haygot Services Pvt Ltd. )

- Was contributing towards achieving Sales Target of the region & implementing sales promotional strategies of that particular region
- Was given database and have to do cold calling and setup meeting via googlemeet / zoom
- Making an average 80 dials a day and carrying 2.5 hrs or more talk time
- Explaining our product benefit to a student and a parent over a call and handing over an interested lead to Academic consultant
- Conversion of leads received through various marketing channels
- Best performer of the year award

### Senior Travel Consultant

Jul '2019 – Jul '2020

#### ITILITE TECHNOLOGY Pvt Ltd.

- Reservation on Airlines –CRS (SABRE) and (GALILEO)
- Ticket Issue, Refund, Reissuance
- Advising clients of the changes and arranging alternate Reservations.
- Arranging, updating all Fare Files according to Current Market and Supplier.
- Handling multiple corporate clients (B2B) and resolving their various issues.
- Processing urgent requests on flights rescheduling and cancelling.

**VIA.COM (EBIX TRAVELS Pvt Ltd.)**

- Reservation on Airlines –CRS (SABRE) and (GALILEO)
- Handling various clients (B2B & B2C )
- Ticket Issue, Refund, Reissuance.
- Assigning services such as meals booking, seat booking, issuing boarding pass.
- Receiving inbound calls and helping customers in rescheduling flights.
- Arranging, updating all Fare Files according to Current Market and Supplier.
- Customer Sales, Service and Communication.
- Handling various flights related queries.
- Providing quick resolution for various urgent queries.
- Dealing with various flight carriers such as Indigo ,Air Asia, Spice get, Vistara , Qatar airways, Emi-rates, Etihad airways and many more.

**EDUCATION**

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**Diploma in Travel and Tourism**

**IATA ( TMI Academy, Bangalore )**

Aug '2016

**PRE UNIVERSITY**

Apr '2016

**MES COLLEGE ( Chikmagalur,Karnataka )**

**SSLC**

Apr '2014

**JVS School ( Chikmagalur,Karnataka )**

**KEY SKILLS**

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**SKILLS**

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- Excellent ability to express ideas with full confidence
- Good communication and interpersonal skills
- Committed worker able to work under pressure in teams or independently
- Adaptability
- Problem solving

**LANGUAGES**

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## ACHIVEMENTS

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### **Best performer Award**

Awarded as best performer for achieving yearly targets in ITILITE

### **Consistent Performer Award , Special Squad Award**

Awarded as a consistent performer for consecutively 7 months.

### **District Level Football Match**

Represented my college team in district level football match

Reference

## REFRENCE

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Reference available upon Request

