



## DIPLOMA

awarded to

**Amal Deth P.U**

who passed

## IATA/UFTAA FOUNDATION & EBT COURSE

Montreal, March 2009

Nicol Chomé, Deputy CEO  
United Federation of Travel  
Agents' Associations

Mark Hubble, Senior Vice President  
Marketing and Commercial Services



**IATA Training & Development Institute**

KNOWLEDGE • EXPERIENCE • NETWORKING • SKILLS • RESULTS

# AMALDETH P U



**PANAYIL PUTHEN VEEDU,  
T.C. 92/2677(1), V U R A -107  
ANAYARA P O,  
THIRUVANANTHAPURAM-695029  
Kerala, India  
Mob: +91 96 561 85456  
E-mail: amaldethpu1@gmail.com**

## **Objective:**

To obtain a position that will enable me to use my strong organizational skills, educational background and ability to work well with people.

## **Personal Details:**

Father's Name	:	Mr. Prabhakaran S
Date of Birth	:	10-04-1988
Gender	:	Male
Marital Status	:	Married
Nationality	:	Indian

## **Work History:**

**2017-2020:** Airport Services Agent at Qatar Airways –Trivandrum International Airport

**2013-2017:** Supervisor at AIRINDIA SATS, Trivandrum International Airport.

**2012-2013:** Senior Customer Service Agent at AIRINDIA SATS.

**2011-2012:** Customer Service Agent at AIRINDIA SATS.

**2008-2011:** Customer service agent at DÉCOR AVIATION SERVICES PVT, Trivandrum International Airport.

**Handled International Airlines:** Emirates, Etihad, Srilankan Airlines, Oman Air, Air India, and other Middle East Airlines.

**Other:** Staff rostering, grooming training, conducting visa check awareness sessions, conducting team meetings etc.

**Expertise in DCS:** AMADEUS ALTEA CM & CMS, BABS, MACS, etc

## **Trainings:**

- Amadeus Altea DCS CM &CMS
- ATC
- CHC
- HCD
- SMS

- BSAT
- DG-CAT 8
- US Visa checks (US Embassy)
- Canadian Visa checks (Canadian Embassy)
- UK Visa checks ( British Consulate )

**Educational Qualification:**

Course	University	Year of Pass out	Main Subject
B.Sc.	University of Kerala	2008	Mathematics
M.Sc.	University of Kerala	Pursuing	Mathematics

**Professional Qualification:**

<p><b>Certificate Course in Travel &amp; Tourism Management</b></p> <ul style="list-style-type: none"> <li>• Travel Management</li> <li>• Hospitality Management</li> <li>• IATA/UFTAA Foundation course</li> <li>• CRS</li> </ul> <p>2008 from Swastik School of Travel and Tourism, Thiruvananthapuram.</p>
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**Computer Skills:**

<p>Packages : MS Office (Excel, Word, PowerPoint), MS Outlook Computerized Financial Accounting Internet Browsing, E-mail</p>
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**Interpersonal skills:**

- Strong communication skills
- Problem analyzing and problem solving
- Organizational skills and customer service orientation
- Adaptability and ability to work under pressure
- Ready to work in multi-cultural environment
- Planning and organizing ability.
- Initiator

**Languages Known:**

Language	Speak	Read	Understand	Write
English	✓	✓	✓	✓
Malayalam	✓	✓	✓	✓

Hindi	✓	✓	✓	✓
Tamil	✓	-	✓	-

**Interests and Activities:**

Traveling, Listening to Music, Sports

**Reference:**

**Mohamed Omar Shaikh**  
Airport Services Manager  
Qatar Airways  
Trivandrum  
[trvkzqr@in.qatarairways.com](mailto:trvkzqr@in.qatarairways.com)  
+91 9847339777

**Hamish Justin**  
Airline Relation Manager  
AI-SATS  
Trivandrum  
[Hamish.justin@aisats.in](mailto:Hamish.justin@aisats.in)  
+91 9447310080



**AMALDETH P U**



**DIPLOMA**  
awarded to  
**Mohammad Althaf M**  
who passed  
**IATA/UFTAA FOUNDATION & EBT COURSE**

Montreal, March 2010

Nicoll Chomé, Deputy CEO  
United Federation of Travel  
Agents' Associations

Guido Gianasso, Vice President  
Human Capital



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**MOHAMMAD ALTHAF M**  
Email: mohammadalthaf86@gmail.com.  
: althusali@gmail.com  
Mobile: 0091-8129778023  
: 0091-9400778583



**OBJECTIVE:**

To work with challenging avenues where I can utilize my skills, experience and knowledge as a Customer Service professional, and contribute for the achievements of organization's goals. To provide our customers both internal and external, support with the best services.

**Experience**

- Have been working with **Air India SATS** (Singapore Airport Terminal Service) at Trivandrum International Airport for 6 yrs , handling Emirates ,Qatar Airways, Oman Air, Air India and Indian Airlines as a Customer Service Officer.
- Served at **Swasthik Tours and Travels** (IATA Approved) from 10.04.2010 to 22.04.2010 as a reservation agent.

**Area of expertise**

- To cheerfully greet every customer with a smile, 100 % of the time.
- To ensure that, we receive no valid complaints from a customer about the quality of services.
- To maintain professional image by adhering to all applicable corporate grooming guidelines.
- To deal professionally with my peers and managers.

**Academic Qualification**

- 2009-2010 : IATA/UFTAA foundation course, Swasthik School for Travel and Tourism studies, Trivandrum.
- 2009-2010 : Airport Operations, Swasthik School for Travel and Tourism studies, Trivandrum.

- 2006-2008 : Msc Hotel Management, Munnar Catering College.(Punjab Technical University).
- 2003-2006 : BA Degree in English Language and Literature (Kerala University)
- 2001-2003 :Plus Two, St Joseph's H.S.S, Anjengo (Board of Higher Secondary Examination, Govt of Kerala)
- 2000-2001 :SSLC, Sree Vidhyadhiraja Vidhya mandir , Trivandrum (Board of Public Examination, Govt. of Kerala)

#### **Computer Knowledge**

- Operating systems : Windows 98/XP/VISTA
- MS Office :2003/2007

#### **Personal Skills**

- Ability to equip myself to come up with innovative ideas.
- Positive Attitude
- Team Player

#### **Area of Interest**

- Customer Service
- Human Resources.
- Travel and tourism

#### **Linguistic Proficiency**

- To Speak : English, Malayalam .
- To Write : English and Malayalam.

#### **Interests and Hobbies**

- Hearing Music.
- Travel.

**Personal Details**

Date of Birth	:	06/05/1986
Sex	:	Male
Marital Status	:	Married
Place of Birth	:	Trivandrum
Name of Father	:	H Mohammed Sali
Nationality	:	Indian
Passport Number	:	H2038698
*Date of Issue	:	27 NOV 2008
*Date of Expiry	:	26 NOV 2018
Kerala State Driving License No.	:	16/21/2009
*Valid from	:	02 JAN 2009
*Valid to	:	01 JAN 2029

**Contact Details**

Permanent Address	:	Puthen Veedu, Anjengo (POST), Trivandrum, Kerala , India
Email	:	mohammadalthaf86@gmail.com,
Ph No	:	0091-9400778583

**Declaration:**

I hereby declare that the information furnished above is true and the best of my Knowledge.

Place: India.  
Date:

**Mohammad Althaf M**



**GOVERNMENT OF KERALA  
BOARD OF HIGHER SECONDARY EXAMINATION  
HIGHER SECONDARY EXAMINATION**

No. HSE **012746**

**CERTIFICATE**

Register Number	<b>6013401</b>
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This is to certify that Mr /Ms **ARUN.A.R.** appeared for the HIGHER SECONDARY EXAMINATION ( **HUMANITIES** GROUP) held in **MARCH 2010**. He/She is **NOT ELIGIBLE** for higher studies.

The Scores and Grades obtained by the Candidate are shown below:

SUBJECTS	FIRST YEAR			SECOND YEAR				GRAND TOTAL				Grade Obtained	Grade in Words
	CE	TE	Total	CE	PE	TE	Total	CE	PE	TE	Total		
<b>PART I ENGLISH</b>	16	18	34	16	-	8	24	32	-	26	58	<b>D</b>	<b>D only</b>
<b>PART II MALAYALAM</b>	16	74	90	17	-	44	61	33	-	118	151	<b>B+</b>	<b>B plus</b>
<b>PART III (Optionals) HISTORY</b>	16	24	40	15	-	31	46	31	-	55	86	<b>C</b>	<b>C only</b>
<b>ECONOMICS</b>	15	30	45	16	-	17	33	31	-	47	78	<b>D</b>	<b>D only</b>
<b>POLITICAL SCIENCE</b>	13	32	45	18	-	25	43	31	-	57	88	<b>C</b>	<b>C only</b>
<b>SOCIOLOGY</b>	18	25	43	17	-	38	55	35	-	63	98	<b>C</b>	<b>C only</b>

Eligibility for Higher Studies : D+ Grade or above for all subjects



Place : Thiruvananthapuram  
Date : **12-05-2010**

*[Handwritten Signature]*

**SECRETARY**  
Board of Higher Secondary Examinations,  
Government of Kerala

## BIO-DATA

NAME : ARUN A R  
FATHER'S NAME : RADHAKRISHNAN  
DATE OF BIRTH : 17/12/1993  
GENDER : MALE  
RELIGION : HINDU  
NATIONALITY : INDIAN  
ADDRESS : CHAVARUVILA VEEDU,  
NJEEKKAD,  
VADASHERIKONAM PO  
VARKALA,  
THIRUVANANTHAPURAM-695143  
MARITAL STATUS : MARRIED  
CONTACT NUMBER : 9995930808  
LANGUAGE KNOWN : MALAYALAM, ENGLISH & HINDI

### EDUCATION QUALIFICATION:

- PLUS TWO
- SSLC

### COMPUTER KNOWLEDGE:

- MS OFFICE
- HARDWARE AND SOFTWARE

### EXPERIENCE:

- WORKING IN ZENITH TRAVELS FOR 10 YEARS

### DECLARATION

I HEREBY DECLARE THAT THE ABOVE GIVEN INFORMATIONS ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.

DATE :  
PLACE:

ARUN A R