



DIPLOMA

awarded to

Mohammad Althaf M

who passed

IATA/UFTAA FOUNDATION & EBT COURSE

Montreal, March 2010

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

Guido Giarrasso, Vice President
Human Capital



IATA Training & Development Institute

KNOWLEDGE • EXPERIENCE • NETWORKING • SKILLS • RESULTS

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.

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- 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



DIPLOMA

awarded to

Amal Deth P. U

who passed

IATA/UFTAA FOUNDATION & EBT COURSE

Montreal, March 2009

A handwritten signature in blue ink, appearing to read "Niccolò Chiomè".

Niccolò Chiomè, Deputy CEO
United Federation of Travel
Agents' Associations



A handwritten signature in blue ink, appearing to read "Mark Hubble".

Mark Hubble, Senior Vice President
Marketing and Commercial Services



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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:

Certificate Course in Travel & Tourism Management

- Travel Management
- Hospitality Management
- IATA/UFTAA Foundation course
- CRS

2008 from Swastik School of Travel and Tourism, Thiruvananthapuram.

Computer Skills:

Packages : MS Office (Excel, Word, PowerPoint), MS Outlook
Computerized Financial Accounting
Internet Browsing, E-mail

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
+91 9847339777

Hamish Justin
Airline Relation Manager
AI-SATS
Trivandrum
Hamish.justin@aisats.in
+91 9447310080



AMALDETH P U

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



GOVERNMENT OF KERALA

GENERAL EDUCATION DEPARTMENT
SECONDARY SCHOOL LEAVING CERTIFICATE
(issued under the Authority of the Government of Kerala)



SECONDARY SCHOOL LEAVING CERTIFICATE EXAMINATION

Name : **ARUN. A.R**
 Register Number : **512108** Month & Year : **MARCH 2008** No. of Chances : **1**

Name of School
GOVT. V H S S NJEKKAD, VADASSERIKONAM P O
 Admission No. **22798**

This is to certify that the candidate herein has appeared for the SSLC Examination and secured the following Grades

1. Name : **ARUN. A.R**
2. Name in Regional Language : **അരുൺ. എ.ആർ**
3. Sex : **MALE**
4. Date of Birth (in figures) : **20/05/1993**
 (in words) : **TWENTIETH MAY NINETEEN NINETY THREE**
5. Religion and Caste (as per the Admission Register of the School) : **HINDU, ASARI**
6. Place of Birth : **CHIRAYINKEEZHU**
7. Nationality : **INDIAN**
8. Name of Father : **RADHAKRISHNAN, M**
9. Name of Mother : **AMBIKA**
10. Name of Guardian : **RADHAKRISHNAN, M**
- Home Address (as specified in the Admission Register of the School at the time of Admission) : **CHAVARUVILA VEEDU, MATHURACODE, VADASSERIKONAM P.O., THIRUVANANTHAPURAM-695 143.**



Subject	Grade	Grade in words
First Language Paper - I Malayalam	B+	B Plus
First Language Paper - II Malayalam	B+	B Plus
English	C	C Only
Hindi	A	A Only
Social Science	C+	C Plus
Physics	B	B Only
Chemistry	C+	C Plus
Biology	C+	C Plus
Mathematics	C	C Only
Information Technology	A	A Only

- Identification Marks**
1. **A MOLE ON THE RIGHT EAR**
 2. **A MOLE ON THE RIGHT LOWER ARM**



(Signature)
 Name & Signature of the Head of the Institution with Date



GRADE RANGE

A+	90% and above	Outstanding	B	80% - 89%	Good	D+	50% - 59%	Marginal
A	70% - 79%	Excellent	C+	60% - 69%	Above Average	D	40% - 49%	Not Satisfactory
B+	50% - 59%	Very Good	C	40% - 39%	Average	E	Below 35%	Not Recommended

(i) Grades are in hierarchical order.
 (ii) Minimum 25% Marks for higher study in D+ Grade in each Paper.



Don't laminate or put in plastic cover

Eligible for Higher Studies
(Signature)
M. S. SWANKUTTY
SECRETARY
 Board of Public Examinations, Kerala