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MUHAMMAD ARIFUL ISLAM RAJAN

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Career Objective:

To utilize my expertise in Sales, Marketing and reservation control areas where I believe I could make significant contribution to the overall development of any airline as well as accelerate my skills in this field further.

Career Summary:

- * A dynamic professional with eleven years of rich experience in Sales & Marketing, Reservations, MIS,GDS, Revenue/Yield Management, Customer Support, Fares & Pricing, Flight Scheduling.
- * Presently working with Qatar Airways as Pricing Coordinator, Dhaka, Bangladesh under Commercial Department
- * A proven leader with a flair for charting out strategies and contributing towards enhancing business through Sales & Revenue Management.
- ☐ Strong organizer, motivator, team player

Special Qualification:

- * Proficient in PC maintenance & troubleshooting (Sound knowledge in Hardware & Software).
- * Have sound knowledge in MS Office Web Page Design & Adobe Photoshop, Pascal, C,C++.
- * Having Knowledge in airlines reservation system: Amadeus,VD-com,MARS.

Employment History:

Total Year of Experience : 12.3 Year(s)

1. **Pricing Coordinator (November 16, 2014 - Continuing)**

Qatar Airways

Company Location : Dhaka, Bangladesh

Department: Commercial

Duties/Responsibilities:

- * On an ongoing basis evaluate market trends, forward bookings, competitor behavior, performance of past initiatives and offer proactive recommendations as to pricing actions aimed at supporting local sales office revenue targets.
- * Sales promotion via introducing special promotional fares based on market demand
- * Analysis and compare market share: current month vs previous month, current year vs previous year.
- * Study week day pattern and identify the weak day/strong to increase the revenue.
- * Produce ad-hoc reports as they are required by the sales team/manager for particular projects.
- * Controlling and analyzing group from sales and sending group fare/PNR to sales team.
- * Communicating with Sales manager regarding current market trend.
- * Develop, maintain and distribute to the local sales offices, pricing output in the form of circulars, agreements, website updates, etc. which contain detailed instructions on the application of all pricing plans/programs

2. Analyst-Market Research & Pricing (January 1, 2014 - November 15, 2014)**Regent Airways**

Company Location : Siaam Tower, Level-7, Plot-15, Road-2, Uttara,Dhaka-1230

Department: Marketing & Sales

Duties/Responsibilities:

- * Monitor, analyze trends , competitor activities and price changes and marketplace conditions
- * Sales promotion via introducing special promotional fares based on market demand
- * Carry out in-depth analysis of travel agency productivity based, incentive schemes and recommend appropriate action or alternative options to Sales Management, prior to their implementation.
- * Evaluate productivity based, corporate agreements based on performance criteria, including anticipated market share, issue approvals or recommendation for appropriate action.
- * On an ongoing basis evaluate market trends, forward bookings, competitor behavior, performance of past initiatives and offer proactive recommendations as to pricing actions aimed at supporting local sales office revenue targets.
- * Develop, maintain and distribute to the local sales offices, pricing output in the form of circulars, agreements, website updates, etc. which contain detailed instructions on the application of all pricing plans/programs
- * Manage preparation of revenue budgets (monthly/yearly)
- * Accept or reject the groups and quote group fares on the assigned markets
- * Market demand analysis and take proactive / reactive measures which will capitalize revenue earning opportunities with minimum risk.
- * Seek feedback from Sales regarding competitor fares, products and any other additional services.
- * Identify peak period for different sectors.
- * Accept or reject the groups and quote group fares on the assigned markets.

3. Sales Coordinator (Dhaka & Chittagong) (September 1, 2012 - December 31, 2013)

RAK Airways (GSA-Mohammed Aviation Agencies Ltd.)

Company Location : Monarch, Flat#B3, House#74, Road#21, Block#B, Ban

Department: Sales & Marketing

Duties/Responsibilities:

- * Sales Visits and regular follow-up with Agents / Corporate, distribution of our product and services are optimized to surpass the assigned revenue targets and ensure long term sustainability in every market.
- * Increase the market share by providing plans to optimize yield/ capacity through effective negotiation
- * Market research about competitors Market research about General industry trends Generate sales opportunity
- * Effectively formulated expenditure budget, business and marketing plan in order to optimize revenue opportunities.
- * Set targets for Travel Agencies & Corporate, appraise, evaluate & validate their performance.
- * Handle group queries with support from Operations / Head Office Personnel
- * Preparing MIS reports on market trend and revenue performance
- * Coordination with Country manager for pricing and related issues.
- * Allocate ticket quota for agents.
- * Observe competition activities & unstable market environment to ensure increase in overall sales.
- * To develop customer loyalty
- * To ensure that revenue and market share targets are met and that profitability has been generated by complying RAK standards
- * Add new client/corporate customer to database and create service contracts for group travel

4. Assistant Manager (April 1, 2010 - April 30, 2012)**GMG Airlines Ltd.**

Company Location : Plot#1/3, Road#21, Nikunja-2, Dhaka-1229

Department: Commercial

Duties/Responsibilities:

- * Prepare annual budget and monthly forecast considering the new routes seasonality/peak and off peak.
- * Analysis to maximize the revenue of flights by controlling and allocating RBDs depending on forecasts and past data.
- * Required to work closely with sales, Network planning and marketing to jointly maximize the revenues on the flights.
- *Controlling supervisors for reservation space and inventory allocation in specific regions/sectors.
- * Required to understand the complete economics surrounding the flights which are some of the following- Current and historical market demand, price elasticity, competition on the route, historical load factors and ATVs on the flight.
- * The flight analyst would co-ordinate with the regional sales managers who have over sight of the current market.
- * Required to use day to day data, information and insights to continuously improve revenue and yield.
- *Acting as the system support center for problems related to reservation and ticketing from VRS/MARS and GDS.
- *Responsible for providing training, coordinating & testing on commercial systems.
- *Maintaining the Commercial systems.

5. Supervisor-Central Reservation Control (January 1, 2008 - March 31, 2010)

GMG Airlines Ltd.

Company Location : ABC House, 10th Floor, 8 Kemal Ataturk Avenue.

Department: Sales and Marketing

Duties/Responsibilities:

- * Perform all duties associated with customer service to include: reservation, advice, and customers of forces, assist agencies with ticket issuance.
- * Schedule and planning, pre flight checking (PFC)
- * Controlling the reservation space and inventory allocation for specific regions/sectors by individual supervisor.
- * Projecting load factors and suggesting likewise for flight schedule.
- * Preparing/update flight schedule in the CRC(Summer/Winter).
- * Updating & synchronizing the daily flight roster with operation department
- * Assist in reservation & ticketing for passengers and serve all customers professionally through telephone or in person in order to achieve customer satisfaction.

6. Executive-Central Reservation Control. (February 10, 2007 - December 31, 2007)**GMG Airlines Ltd.**

Company Location : ABC House, 10th Floor, 8 Kemal Ataturk Avenue.

Department: Sales & Marketing

Duties/Responsibilities:

- * Answer inquiries regarding information such as schedules, accommodations, procedures, and policies.
- * Determine whether space is available on travel dates requested by customers, assigning requested spaces when available.
- * Make and confirm reservations for transportation and accommodations, using telephones, faxes, mail, and computers.
- * Inform clients of essential travel information, such as travel times, transportation connections, and medical and visa requirements.

7. Executive(Admin & IT) (March 1, 2006 - February 3, 2007)**Hotel Sea Palace. *******

Company Location : Kalatoli Road, Cox's Bazar

Department: Administration

Duties/Responsibilities:

- * Manage, Control and Supervise overall activities of hotel Administration.
- * Managing Employee Relations functions in the hotel including all issues related to employee grievances, disciplinary actions and related disputes.
- * Provide all sorts of software, hardware & network support of the organization.
- * Co-ordinate with all software operators and all PC users in order to keep the operation smooth.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
MBA	Marketing	Darul Ihsan University	CGPA:3.56 out of 4	2011	-
B.Sc. (Honors) in Computer Science	Computer Science	Daffodil International University	CGPA:3.72 out of 4	2006	4 years
Higher Secondary Certificate Examination (H . S. C)	Science	Govt. Titumir College Dhaka, Bangladesh	Second Division, Marks :55.2%	1999	2 years
Secondary School Certificate Examination (S.S.C)	Science	Agargon Taltola Govt. Coloney High School, Dhaka	First Division, Marks :72.2%	1997	-

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Intermediate Passengers Tariff	Intermediate Passengers Tariff	Qatar Airways Training Center, Doha	Qatar	Qatar	2016	7 Days
Introduction to Revenue Management	Introduction to Revenue Management	Qatar Airways Training Center, Doha	Qatar	Qatar	2015	2 Days
Basic Passengers Tariff	Basic Passengers Tariff	Qatar Airways Training Center, Doha	Qatar	Qatar	2015	7 Days
Galileo Basic Course	Galileo Reservation System	MGH Group, Karwan Bazar, Dhaka	Bangladesh	Karwan Bazar	2012	16 Hrs
Amadeus Basic Functionality	Amadeus Reservation system	Amadeus Training Center	Bangladesh	Dhaka	2011	4 Days
MARS Training	Basic Airlines reservation & Ticketing, Inventory control, system setup, IDS, STAR-3	DANATA bulding, Dubai	UAE	Dubai	2010	36 Days
Communication skills in International Languages	Basic English communication course	GMG Airlines Ltd.	Bangladesh	Dhaka	2008	30 Days
Basic Airlines Reservation system and Ground handling	Theory & Practical	Civil Aviation training centre	Bangladesh	Dhaka	2007	30 Days
Reservation and Inventory Control	TikAero Airlines reservation system	GMG Airlines ltd.	Bangladesh	Dhaka	2007	7 Days
E-ticketing and GDS support	VRS Airlines reservation system	GMG Airlines Ltd.	Bangladesh	Dhaka	2007	15 Days

Career and Application Information:

Looking For : Mid Level Job
 Available For : Full Time
 Present Salary : Tk. 110000
 Expected Salary : Tk. 35,000
 Preferred Job Category : Commercial/Supply Chain, Marketing/Sales
 Preferred District : Anywhere in Bangladesh.
 Preferred Country : India, Malaysia, Nepal, Kuwait, United Arab Emirates
 Preferred Organization : Banks, Investment/Merchant Banking, Telecommunication, Software Company, Hotel, Airline, Travel Agent

Specialization:

Fields of Specialization
<ul style="list-style-type: none"> • Business Development • Corporate Marketing

Language Proficiency:

Language	Reading	Writing	Speaking
Bangla	High	High	High
English	High	High	High

Personal Details :

Father"s Name : Muhammad Aminul Islam
 Mother"s Name : Nazma Amin
 Date of Birth : February 1, 1982
 Gender : Male
 Marital Status : Married
 Nationality : Bangladeshi
 Religion : Islam
 Permanent Address : Vill- Shiker pur, Po-Shiker Pur ,Thana- Kasba, Dist.-B.Baria
 Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Peter Williams	Javed Rahman
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Relation	: Professional	Professional
