



## Objective:

A technical managing position in the field of travel technology

## Summary

- 11 years of experience in travel industry
- 5 years of experience in Sabre Travel Network Middle East - UAE.
- 2 years of experience in managing and leading IT support team in UAE.
- Dedicated hard working individual with the intercommunication skills to work with all levels of the organization.
- Successful in meeting new challenges and finding solutions to meet the needs of customers.

## Personal details:

Date of Birth 15<sup>th</sup> January 1976.  
Marital Status Married  
Email [sayed.qasim@sabre.com](mailto:sayed.qasim@sabre.com)

## Professional Qualifications:

- Microsoft Certified System Engineer.
- Diploma in Software Applications.
- Diploma in Computer Hardware and Networking.
- Diploma in Electronics. (Servicing and Troubleshooting).
- Diploma in IATA standard Fares and Ticketing.
- Diploma in Sabre Ticketing
- Diploma in Amadeus basic reservation
- Diploma in Worldspan Reservation System. (May 2002)
- Diploma in Computerized Air Ticketing. (First with Distinction)
- Diploma in Sabre Fares and Ticketing (90%)
- Diploma in Sabre Reservation (95.5%)
- Diploma in Visual Basic programming
- Diploma in C programming
- Diploma in AMT Data south printer servicing.



## Education:

- Bachelor of Science. Aug 1996  
Osmania University, Hyderabad, India



## Related Accomplishment:

- Fares refresher seminar by Swiss Air  
Sheraton Hotel, Abu Dhabi
- Leisure Workshop by British Airways holidays  
Hilton Hotel, Abu Dhabi



## Employment History

- **Sabre Travel Network Middle East** (2003 – till present)
  - **IT Manager UAE (Technical Specialist)**
    - Managing a team of 9 technical support engineers for Sabre Travel Network whose core function is to provide technical support to travel agencies across UAE.
    - Manage and execute installation of hardware equipments/ Software's for Sabre Travel Network customers across UAE.
    - Provides technical training's and support to the team of 9 IT engineers.
    - Maintaining hardware inventory of Sabre Travel Network equipments installed with travel agencies across UAE which includes PC's, laptops, printers etc.
    - Provides technical support and presentations to customers based on their needs to develop, integrate or implement Sabre applications.
  - **Helpdesk Support Executive.**
    - Supported Sabre customers and attended helpdesk calls in Abu Dhabi, Dubai and in Bahrain helpdesk prior to and during the initial stages of regional helpdesk setup.
  - **Account Manager (Al Ain)**
    - Manage and maintain Sabre customers in Al Ain and Buraimi.
    - 
    - Identifying and providing Sabre training to travel consultants in coordination with trainer's team.
    - Was managing and supporting technical needs of travel agencies.
  - **Technical Support Executive (Abu Dhabi)**
    - Core function was to provide technical support to Sabre Travel Network customers.
    - Execute the installations of hardware/software to Sabre Travel Network customers
    - Was responsible for maintenance and regular servicing of hardware equipments like PC's and printers in AUH/AAN.
    - Use to provide helpdesk support to travel agents for building PNR's or issue tickets on Sabre.
    - Used to conduct onsite trainings for travel agents to use Sabre.
  - **Others**
    - Supported Sabre team in migration of Sharaf travel from Galileo to Sabre, created various scripts to convert Galileo PNR fields to Sabre fields and updated huge number of PNRs.
    - Developed an application to maintain database of all travel agents across UAE who were being rewarded with Air Miles against their monthly segment productivity in Sabre.
    - Designed various types of templates in excel to automate complex tasks with minimum input such as Account managers portfolio, Agencies contact database, Accounts productivity, MIDT reports by PCC etc.
- **Faris Travel and Tourism** (1997 – 2003)  
Job responsibilities include:
  - Provide reservation service to air travelers with booking and issue manual or automated tickets as per their travel itineraries using Sabre.
  - Reservation and ticketing to various destinations for walk in and corporate customers using Sabre and World span reservation system.
  - Organized holidays and tours to various destinations from tour operators and online booking engines.
  - Provide assistance to accounts department in reconciliation of airlines sales report and BSP reports.
- **Golden Eagle Computers** (2001 - 2001)
  - Worked as free lancer for a period of one month for assembling and troubleshooting PCs.
  - Installation of operating systems and all the required software's.

- **Super Sonic Travel** (1996 – 1997)

Job responsibilities include:

- Reservation of air tickets for domestic and international passengers.
- Dealing with immigration and custom departments in order to process the passport and immigrations applications.

- **All India Industrial Exhibitions.** (1996 – 1996)

- Worked as Sales executive for the period of 45 days for trading company.

## Related Skills:

- Designed various Sabre scripts to automate time consuming tasks like market fare upload scripts, customer profiles script, multiple branch access script etc.
- Gained knowledge to configure and update various types of GDS Connectivity.
- Inexperienced but knowledgeable in Sabre QIK Developer.
- Designed and developed window based applications like [Travel agents toolbox](#) which include BSP Encoder, Calendar and net fare calculator using visual basic 6.
- Designed and developed web sites and web applications such as -
  - [www.eqasim.com](http://www.eqasim.com) – My personal website
  - [www.sabre.ae/MySAM](http://www.sabre.ae/MySAM) - Intranet for Sabre Travel Network Middle East UAE.

## Achievements:

- MySAM – My Sabre Account Manager  
URL: <http://www.sabre.ae/MySAM>
  - Features of MySAM
    - Account Management
      - Customer's database management
      - Portfolio management
      - View and track agency segment productivity
      - Hardware Request.
      - Update daily sales report to area manager
      - Create visit plan
    - IT Management
      - Engineers intervention updates
      - Call view
      - Hardware installations orders
      - Inventory updates
    - Helpdesk Call Management (Not implemented)
      - Call dispatches
      - Call tracking
      - Call monitoring.
      - Call analyzing

## Interest:

- Mini programmer – Developed few VB and Web applications.
- Avid traveler – Travelled to Amsterdam, London, California, Damascus, Bangkok, Bahrain, Oman and Qatar

## Skills:

- Computer Hardware : Worked on all Pentium based processors
- Operating Systems : Dos, Windows '9x, NT4, Windows 2000 & Win XP
- Protocols : TCP/IP & X.25
- Languages : Visual Basic, MySQL and PHP.
- Lan Setup : Installation of networks, wireless network etc.

Online resume: <http://www.eqasim.com/QJResume.pdf>