



NIHAL KOTTAPURATH

CONTACT

 +971 561597471

 nihaldxb5001@gmail.com

 Dubai, UAE

EDUCATION

Bachelor of Travel & Tourism Management

University of Calicut, Kerala, India
2018 – 2021

PG Diploma in Logistics & Supply Chain Management

Manipal University, Dubai, UAE
2023 – 2024

CERTIFICATIONS

Diploma in Corporate Accounting
Veeksha Education, Kerala, India

KEY SKILLS

- Public Relations
- Project Management
- Customer Service Excellence
- Complaint Handling
- Administrative Support
- Logistics Management
- Multitasking and Organization
- Defensive Driving
- Staff Supervision
- Logistics and Transportation
- Inventory Management
- Regulatory Compliance
- Business Development
- Documentation and Reporting
- Teamwork and Collaboration

PROFILE SUMMARY

Dedicated and hardworking professional with extensive experience in diverse hands-on roles. Known for a strong work ethic, exceptional punctuality and a commitment to efficiency. Proven ability to adapt to various environments and quickly learn new skills. Demonstrates a positive attitude and excels in teamwork, contributing to smooth and effective operations. Eager to embrace new challenges and add value to any team or organization.

PROFESSIONAL EXPERIENCE

Messenger

Arbrit Safety Training and Consultancy, Dubai, UAE

Apr 2024 – Jan 2025

Roles and Responsibilities

- Ensured timely and efficient delivery of documents, packages, and messages to designated locations.
- Planned and optimized delivery routes to minimize delays and improve efficiency.
- Safely handled and transported packages, ensuring no damage during transit.
- Maintained accurate delivery logs, obtained recipient signatures, and verified delivery details.
- Delivered courteous and professional service while addressing recipient inquiries and concerns.
- Kept the assigned vehicle in good condition and reported issues promptly.

Travel Consultant

Peace Land Tours and Travels, Dubai, UAE

Jan 2023 – Dec 2023

Roles and Responsibilities

- Consulted with clients to assess their travel needs, preferences and budgets, creating tailored itineraries.
- Managed bookings for flights, accommodations, visas and tours, ensuring accuracy and timely confirmation.
- Delivered proactive customer service, addressing concerns, managing changes and offering alternate travel solutions.

SOFTWARE PROFICIENCY

- **SAP**
- **Tallyprime & TallyERP9**
- **MS Office Suite**
Word | Excel | PowerPoint

SOFT SKILLS

- Communication
- Leadership
- Critical Thinking
- Time Management
- Decision Making
- Active Listening
- Problem-Solving
- Attention to Detail

PERSONAL INFO

- Nationality : Indian
- Date of Birth : 25/02/2000
- Passport No. : C8897982
- **Valid UAE Driving Licence Holder**

LANGUAGES

- English 
- Arabic 
- Hindi 
- Malayalam 

- Stayed current with global travel trends, visa regulations and destination information to advise clients effectively.
- Built and maintained strong relationships with travel partners to secure exclusive deals and group rates.
- Promoted seasonal offers and upsold travel services, contributing to revenue growth and customer retention.
- Assisted clients in planning and booking domestic and international travel arrangements.
- Provided expert consultation on travel destinations, accommodations, visa processes and transportation options.
- Coordinated reservations and ensured accuracy in ticketing, confirmations and special requests.
- Maintained high customer satisfaction by resolving travel issues such as delays, cancellations, and changes.
- Built and maintained strong relationships with vendors and suppliers to negotiate better deals and exclusive packages.
- Promoted additional services such as guided tours and travel insurance to enhance client itineraries.

STRENGTHS & QUALITIES

- Diligence in ensuring accuracy and quality in work.
- Patience when dealing with others.
- Encouraging and inspiring people to do their best.
- Capacity to adjust and thrive in changing environments.
- Collaborating and working well together with others.

DECLARATION

I hereby declare that the above written particulars are true and correct to the best of my knowledge and belief.

NIHAL KOTTAPURATH