



AYESHA SIDDIQA

Client Services Manager

PROFILE : Experienced Airline Reservation Agent with 9+ years in customer service and sales. Calm under pressure, friendly, and efficient in fast-paced environments. Committed to delivering top-tier service and consistently meeting performance goals.

PERSONAL DOSSIER

Nationality: Indian
Date of Birth: 28 August 1984
Marital Status: Married
Languages Known: English, Hindi, Urdu, Telugu

KEY SKILLS

- Proficient in MS Office (Word, Excel, Outlook, PowerPoint).
- Excellent organizational and time-management abilities.
- Meticulous attention to detail

EDUCATION

- Bachelor of Arts (B.A.) – History & Economics - 2007
- Diploma in Air Ticketing SETWIN, Hyderabad 2002
- Oxford Academy – Air Ticketing and Managing Travel - 2003

Contact

+971 521261105

ayeshasiddiqaz1111@gmail.com

Professional Experience

Client Relationship Manager – SARAS Rescue Healthcare & Wellness Services - Dubai, UAE | Jan 2022 – Present

- Organized wellness programs and retreats combining traditional and modern therapies.
- Coordinated care at multispecialty hospitals with top medical professionals.
- Managed 24/7 air ambulance services for domestic and international evacuations.
- Supported international patients with complete medical tourism solutions, from travel to post-treatment care.

Ticketing & Reservation Agent – Dnata (HRG) Dubai, UAE | May 2019 – June 2020

- Handled bookings for top corporate clients like Aujan Coca-Cola and Ashok Leyland.
- Delivered customized travel solutions in a fast-paced environment.
- Managed client communications, CS Manager emails, and follow-ups independently.

Ticketing & Reservation Agent – Dnata (Jet Airways) Dubai, UAE | July 2013 – April 2019

- Consistently met and exceeded sales targets.
- Promoted and sold ancillary services including seat selection and baggage.
- Trained new agents on systems, compliance, and customer service.
- Ensured adherence to safety and industry standards.

Corporate Travel Consultant – Al Rais Travel Dubai, UAE | Feb 2011 – June 2013

- Handled ticketing, hotel bookings, refunds, and corporate travel logistics.

Travel Consultant – First Travel Dubai, UAE | Oct 2009 – Sep 2010

- Assisted walk-in clients with flight and hotel reservations.

Customer Service Agent – Air Sahara Hyderabad, India | Jan 2005 – Mar 2006

- Managed reservations, ticket sales, and airport check-ins.

Achievements

- Recipient of the Najm Award for outstanding performance in flight disruption and crisis management.