

# Salma Shaik Abdul Qader

## Travel and Hospitality Management

A highly solution driven, serviced-focused Travel and Hospitality Manager Professional leader with comprehensive experience in driving operational excellence and strategic growth. Proven track record of fostering team collaboration and achieving impactful results in dynamic environments. Skilled in navigating complex challenges, optimizing processes, and cultivating positive workplace cultures. Known for adaptability, effective communication, and strong decision-making abilities.



### Work History

2018-02 -  
2023-07

#### General Manager

*Amara Tours & Travel LLC, Sharjah / Ajman, United Arab Emirates*

**Core Responsibilities / Duties:**

- Maximized operational excellence mentoring personnel on management principles, industry practices and company procedures.
- Delivered business strategy and developed systems and procedures to improve operational quality and team efficiency.
- Developed and maintained relationships with customers and suppliers through account development.
- Reduced costs, managed delivery schedules and performed risk analysis to improve overall profitability.
- Implemented operational strategies and effectively built customer and employee loyalty.
- Developed effective business plans to align strategic decisions with long-term objectives.

**Achievement:**

- Managed budget implementations, employee reviews, training, schedules, and contract negotiations.
- Drove year-over-year business growth by 30% while leading operations, strategic vision, and long-range planning.

2013-02 -  
2018-01

#### Senior Holiday Consultant

*FM Holidays, Sharjah, United Arab Emirates*



### Contact

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### Skills

Customer relationship  
management

Risk Mitigation & Strategic  
Solutions

Operations management

Supply chain  
management

Contract negotiations

Strategic planning

### Core Responsibilities

- Selling package holidays and individual travel elements, including flights, hotels and car hire
- To enhance existing and new clients across travel channels and improving revenue and profits
- In charge for corporate sales.
- Manage budgets and maintain statistical and financial records
- Assisting overseas tour operating Partner Company in developing brochure content and marketing programs.

### Key Achievements

- Supervised 3 employees during differentiated projects, identifying areas in need of improvement and implementing plans to rectify issues.
- Evaluated clients' needs and created plan of action to provide solutions



## Education

2000-03 -  
2002-03

### **Higher Secondary: Science Education**

*Board of Intermediate Education AP - Hyderabad, India*

- **ECA (Education Credential Assessment)** - High School Diploma ( **IQAS - 447640IMM** )

2003-09

### **Diploma: Airline Ticketing & Travel Management**

*Aerotech - Hyderabad, India*

2005-09

### **Diploma: Accounting**

*NTCC - Hyderabad, India*

2006-11

### **Diploma: International Airline & Travel Management**

*Trade Wings - Mumbai, India*

Leadership and team building



## Certifications & Trainings

2007-03

Amadeus Software Certification

2006-11

Diploma in International Airline & Travel Management

2006-11

Galileo Software Certification

2005-09

Diploma in Accounting

2003-09

Airline Ticketing & Travel Management Certification



## Status in Canada

Permanent Resident