

IRFHAN AP

Travel & Customer Support Consultant | Digital Marketing & Brand Strategy

Tirur, Malappuram, Kerala | apirfhan@gmail.com | +91 9746242137 | linkedin.com/in/irfhanap | irfhanhere.space

PROFESSIONAL SUMMARY

Travel and customer support consultant with 2+ years of experience in international flight, hotel, and car rental bookings, ticketing, and Passenger Name Record (PNR) management for US-based clients in a high-volume, commission-driven night-shift environment. Rehired by Dreamport (Dyninno Group) in 2026 based on prior performance. Complements travel operations experience with freelance digital marketing, Search Engine Optimization (SEO), brand strategy, and web design work delivered to 170+ clients, combining customer-facing sales skills with hands-on growth marketing execution.

CORE SKILLS

Travel & Customer Support

Flight, Hotel & Car Rental Booking • Passenger Name Record (PNR) Creation & Ticketing • Global Distribution System (GDS) Command-Based Platforms • Ancillary Product Upselling • Customer Relationship Management (CRM) & Follow-up • High-Volume Voice Support (US Market) • Itinerary Planning & Holiday Package Design • Hotsoft Property Management System (PMS)

Sales & Client Management

Lead Handling & Conversion • B2C & B2B Client Relations • Sales Operations • First-Call Resolution • Target-Driven Sales Performance

Digital Marketing & Creative

Meta Ads (Facebook & Instagram) Strategy • Social Media Management • Search Engine Optimization (SEO) & Article Writing • Brand Naming & Brand Strategy • Website Design & WordPress Development • Graphic Design — Canva, Adobe Suite

AI Tools & Platforms

Claude (AI-Assisted Development & Content) • Lovable (AI App Builder) • AI-Assisted Web Development

PROFESSIONAL EXPERIENCE

Travel Sales Consultant — Dreamport (Dyninno Group)

Mar 2026 – Present | Remote, US Time Zone, Night Shift | Freelance/Independent Contractor Agreement | Rehired based on prior performance

- Handle inbound and outbound sales calls for international flight, hotel, and car rental bookings for US-based clients
- Upsell ancillary products — baggage protection, travel insurance, premium seat upgrades — against daily sales targets
- Manage full booking lifecycle end-to-end: inquiry, ticketing, reissuance, cancellations, and refunds via CRM

International Travel Consultant – Customer Support — Dreamport (Dyninno Group)

Jul 2024 – Sep 2025 | Remote, US Time Zone, Night Shift | Freelance/Independent Contractor Agreement

- Managed flight, hotel, and car rental requests across email, phone, and CRM channels, coordinating with airlines and consolidators to resolve booking issues
- Created and processed PNRs and tickets on a GDS command-based booking platform, ensuring accuracy across multi-leg itineraries
- Converted inbound leads into confirmed bookings against monthly sales targets
- Maintained a 95% customer satisfaction rating over 11 months through first-call resolution

Freelance Travel Consultant — Self-Employed

2024 – Present | Freelance / Project-Based, alongside full-time roles above

- Provided independent freelance travel consulting — sales, marketing, and operations support — for clients including Tripsica Tours & Travels
- Designed custom holiday itineraries and travel packages for individual and group clients
- Planned and ran Meta Ads campaigns and social media content to generate and convert travel inquiries

Digital Marketing & Brand Consultant — Self-Employed — 170+ Clients via Fiverr & Direct Referrals

Feb 2022 – Present | Remote, Project-Based

- Delivered Meta Ads strategy, social media management, and brand-building services to clients across travel, education, and small business sectors
- Developed brand names and brand identity concepts as part of a dedicated brand strategy offering
- Designed and built WordPress websites, including SEO-focused article writing and blog content
- Produced marketing collateral and portfolio materials for clients across India, GCC, and other international markets

Front Office Associate & Poster Designer — Rockholm at the Lighthouse Beach

May 2023 – 1 Jul 2024 | Kovalam, Kerala

- Managed front desk operations: guest check-ins/check-outs, billing, payment processing, and reservations using Hotsoft Property Management System (PMS)
- Resolved 95% of guest complaints on first contact, helping maintain a TripAdvisor rating of 4.5+ stars
- Designed promotional creatives and event posters for hotel marketing campaigns using Canva and Adobe Suite

PROJECTS

CHAVEE — Gen Z Student Platform

- Contributed to product strategy, positioning, and go-to-market planning for an early-stage Gen Z student platform (concept stage: career guidance, community, and workshops)
- Building the platform's web application with AI-assisted development tools (Claude, Lovable), directing product architecture and features without a traditional coding background
- Planned and executed Meta Ads campaigns for user acquisition and community engagement, including a Click-to-WhatsApp workshop campaign
- Set up payment gateway infrastructure for in-app transactions and supported early platform monetization planning

EDUCATION

BA – Travel and Tourism Management, University of Calicut | 2020 – 2023

Digital Marketing Certification — SEO, Meta Ads, Content Strategy, Analytics, Inmakes Infotech | Jan 2026 – Jun 2026

KEY ACHIEVEMENTS

- Maintained a 95% CSAT score across 11 months in high-volume global travel support
- Delivered digital marketing, branding, and web design services to 170+ international clients as a freelancer
- Rehired by Dreamport (Dyninno Group) in 2026 based on prior performance record
- Helped maintain a TripAdvisor rating of 4.5+ stars at Rockholm through consistent guest satisfaction

LANGUAGES & REFERENCES

English — Professional Proficiency | Malayalam — Native Speaker | Tamil — Basic | Spanish — Basic

Dreamport (Dyninno Group) — communication.center@dreamport.me

Rockholm at the Lighthouse Beach — hr@thenattikabeach.com

PASSPORT DETAILS

Passport No.: Y9860919 | Nationality: Indian | Date of Birth: 28 Aug 2002

Date of Issue: 26 Sep 2023 | Date of Expiry: 25 Sep 2033 | Place of Issue: Kozhikode

DECLARATION

I hereby declare that the information provided above is true and correct to the best of my knowledge and belief.

Irfhan AP