

CURRICULUM VITAE

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OBJECTIVE

Contribute to a dynamic growing organization where my strong analytical, interpersonal skills and hard work will have a significant impact. The optimal position will provide professional growth and opportunities to contribute.

PROFESSIONAL SKILLS

* Continuous desire for learning
* Proficient in using Ms Office.
* Hardworking and sincere to organization
* Well Experienced in Customer Interaction

EDUCATIONAL QUALIFICATIONS

* Bachelor of Science in Tourist Guiding, Tourism and Hotel Management.
* Faculty of Tourism and Hotels, Mansoura University, 2011. (Grade: very good)

TECHNICAL PROFILE

 Travelport /Galileo portugal LTD ABU DHABI - U.A.E. ( 2014 )

* Hands on training in Galileo system.

Reem Travel …….MANSOURA- Egypt ( 2012)

* Hands on training in Galileo system.

 Egyptian Center..... MANSOURA- EGYPT (2011)

* Hands on training in Human Resources Development.

Egyptian Center..... MANSOURA- EGYPT (2011)

* Hands on training in MS Office "Word - excel - power point - outlook "

Worked as a Sales executive at Marina Group of Company Dubai UAE

( FEB 2013 to MAR 2015 )

Duties of Salesman:

* Provides smile to the customer always
* Present our product to the customer
* Provides appropriate action to different kinds of problem arising from the shop
* Arrange stock room for newly arrived stocks
* Counter check the selling price and unit cost of each item of stock.
* Recording the orders received by the cashier and forwarding them to culinary workers.
* Answering questions and resolving problems and service issues for existing customers.
* Offer a wide range of varieties of Items to the customers.
* Customer service including assisting with Items choices and styling on the floor in a friendly and efficient manner
* Having good merchandising experience.
* Helping the customers in selecting the best matched Items out available ones in the stock.
* Stock management - restocking sizes from the stockroom, assisting with inventory stock takes
* Changing windows displays every week for good sales
* Dealing with Customer and resolving customer complaints.
* Keep good relationship with customers by giving good service
* Work as a team in attaining target/ promotional sales.
* Answer Customer queries in a polite and helpful manner.
* Receiving daily sales order verifying with the replenishment report and entering in to the system

Worked as a Customer Service & Call Center

 Almorgan Travel MANSOURA- EGYPT 2011 to 2012

* Using Sabre system.
* Travel bookings and developing travel itineraries.
* Marketing & selling tour packages to customers with the help of the marketing department.
* Responding to customer queries, processing payments, issuing receipts and able to answer questions about travel times .

PERSONAL PROFILE

Age & Date of Birth : 01-March-1990

Sex : Male

Marital Status : Single

Nationality : Egyptian

Height : 174 cm

Weight : 65 Kg

Language Known : English, Arabic

DECLARATION

 I do here by declare that the information furnished above to the best of my knowledge and belief.