**CURRICULUM VITAE**

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| **Nationality:** | Canadian |  |
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| **Qualifications:** | Diploma in Travel Tourism Toronto, Canada. |
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| **Current position:** | Administrator |
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**CAREER OBJECTIVE**

To enhance my working capacities, professional skills, business Efficiencies and to serve my organization in best possible way with sheer determination and commitment. . I am a qualified travel agent backed with Travel Diploma. My working experience Administration duties, executive assistant, sectary ,part of HR includes corporate travel. Duties include booking and issuing air tickets, hotel bookings and general admin duties. Perform general duties as required. Currently I am employed as Travel Coordinator.

**CAREER HISTORY**

April 13– current

***Majid Al Futtaim***- Duabi
*Administrator*

1. Organize on-site / out-site meetings in coordination with PM team and other members.
2. Demonstrate a commitment to drive creativity thinking within our day to day operations by the introduction of initiatives using  MAFP policies and procedures to adapt to Al Zahia Project.
3. Assist on fully operating under all new business protocols (Sharepoint Project Portal, Employee Self Desk Portal, IT Service Desk) and team was well supported as well as other members (Contractors and Consultants).
4. Ensure timely delivery of presentations and reports; organize and participate in meetings, preparation of minutes and distribution on time, if required, coordination and collaboration with other members.

Dec 13– Mar 15

***Arabtec Construction***- Duabi
*Travel coordinator*

1. Arrange airline tickets for new employees relocated to UAE, or for resigned/terminated employees or for existing employees travelling on business/training missions.
2. Provide research about destinations, plan trips for the employees and their families if required in accordance to HR policy manual.
3. Arrange accommodation for employees going on business/training missions inside or outside UAE
4. Liaise with hotels, airlines and agents to confirm bookings in order to avoid any delay.
5. Answer employee’s queries regarding their travel arrangement and the status of the bookings.
6. Provide employees with confirmed booking details and advice employees in case of any change to the trip plan and bookings.
7. Implement appropriate filing and data retrieval systems to ensure proper data management for any travel arrangements.
8. Review invoices for agent/airline/hotel/transportation and other services required for payment processing in order to ensure accuracy of cost.

***Assisted Head Of Plant Division and warehouse of Arabtec Construction.***

1. Arranging travel, visas and accommodation and, occasionally, travelling with the manager to take notes or dictation at meetings or to provide general assistance during presentations.
2. Screening phone calls, enquiries and requests, and handling them when appropriate.
3. Meeting and greeting visitors at all levels.
4. Organizing and maintaining diaries and making appointments;
5. taking dictation and minutes;
6. producing documents, briefing papers, reports and presentations;
7. Organizing and attending meetings and ensuring the manager is well prepared for meetings.

***Assisted Head of Administration Department of Arabtec Construction.***

1. Responds to all external / internal enquiries by providing information such as contact details of the employees, office address, office location and working hours, etc.
2. Assists associates and guests/visitors by providing important internal information such as departments' and meeting rooms location.
3. Handling cash flow for Visa section and PRO
4. Coordinating between HR and Visa section reading all labor contracts.
5. Coordinating all company, visitor and staff transportation.
6. Operates online tools provided by courier companies
7. Collects, sorts and distributes incoming mail
8. Supports employees in preparing the outgoing mail via the selected courier company.

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Mar12– Nov 13

***Image Engineering Consultants***- Duabi
*Administration Officer*

1. To perform reception and initial client support duties during the opening hours
2. To provide secretarial and administrative support, including typing, minute taking, filing, data input, maintenance and management of information held by the Company as may be required
3. Assists office staff in maintaining files
4. Writing official letters in Arabic and English
5. Prepares reports, presentations, memorandums, proposals and correspondence
6. Schedules appointments and meetings for executives and upper level staff
7. Handling the vacation of the staff in the group

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Sep 11– Jan12

***Arco Interiors L.L.C –*** Abu Dhabi*Administration Officer*

1. Provide general administration, secretarial and personal assistance deem required by Division.
2. Writing official letters in Arabic and English
3. Making monthly and annual report for Revenues and expenses held by the department.
4. Making the security clearance for new employees
5. Handling the vacation of the staff in the group
6. Translate and develops administrative records and files
7. Performed other related duties as assigned

Jan 10 –Jul 10

***H Code Consultant- UAE***

*Leasing Consultant*

1. Making monthly and annual report for Revenues and expenses held by the department.
2. Making the security clearance for new employees
3. Renew tenancy contracts
4. Register new unites in the system
5. Issue rental letters
6. Receive vacant unites
7. Typing renewal and rent increase letters
8. Handle customer complaints including maintenance to achieve a professional service
9. Translate and develops administrative records and files
10. Handling and operating new service achieved high level of customer satisfaction and loyalty
11. Preparing daily and monthly reports related to the Collections and Renewal of Contracts
12. Coordinating with accounting departments for handling the payments.
13. Receiving the payment from the tenants (Cash &Cheques).
14. Coordinating with government for finishing the renting issues and collects payments.
15. Performed other related duties as assigned

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July 08–Dec 09

***Dar El-Salam Travel - Canada***

*Travel Agent*

1. Ticket sales, reservation and customer service
2. Excellent handling of finances with attention to detail ensuring excellent customer service
3. Prompt handling of telephone calls with high standard of telephone sales techniques
4. Respond positively to customer requirements ensuring effective, reliable service

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2006 - 2008

***Pearson International Airport, Toronto, Canada***

*Check-in Agent*

1. Terminal duties including checking guests in at the gate and selling tickets or booking new reservations.
2. Assisting in checking in baggage or locating lost luggage.
3. Handling passenger assistance, seat assignments and boarding passes.
4. Assisting with announcements, boarding and any delays or overbooking of flights.
5. Attending the briefing at the beginning of every shift.
6. Monitor hand baggage at the security wall for operational reasons.
7. Assign to passenger’s flight for any special handling messages.
8. Display DCS to ensure ticket valid for travel; associate e-Tickets before check-in.
9. Ensure the passenger is in possession of all necessary documents for travel.
10. Check documents for onward connections and remove DOC alert.
11. Printing boarding passes
12. Verbally inform the customer of their gate number and boarding time, and advise customers to proceed to security at the appropriate time.
13. Ensure bag tags are printed for the correct destination, name tags and other overlays are
14. Completed and attached as required.
15. Check carry-on baggage for compliance. If limits are exceeded, check-in the bag and charge fees as applicable.
16. Ensure customer is informed of security regulations concerning liquids, gels

**TRAININGS /CONFERENCE ATTENDED:**

* **General Courses**

**- Sales &Customer Service**

**Clysdale**Abu Dhabi, UAE

* Dealing with complains
* Promoting the product.

**Education**

* Diploma in Travel Tourism.

**Languages**

* Native language Arabic.
* Fluent command of both verbal and written English.

**Computer Skills**

* Proficient in Microsoft Word, Power point, Outlook and Excel



**Gulfjobseeker.com CV No:** **1506882**