**Mohamed**

**BA**, Art AU–Egypt

35 years | **Egyptian** |Married

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**CAREER OBJECTIVE**

To obtain a position that will enable me to use my strong organizational skills, educational background, and ability to work well with people. New challenging position with a well-established organization with a stable environment that will lead to a lasting relationship

**Professional History**

**Sales Manager**

**Qatar Airways Holidays** (Qatar & GCC)  **May 2013-Oct 2016**

* Selling Holiday Packages to more than 150 destinations through QR Holidays offices across Qatar and the GCC.
* Looking after Dubai and Doha as two Hubs and inbound destinations for Stopover passengers.
* Leading and Developing Sales teams for both inbound and outbound.
* Maintaining Superior relationships with All Governmental bodies and Ministries related to the incoming tourism of Qatar and UAE.
* Developing the In-house Tour Operating Holidays Division for Qatar Airways in line with the carrier’s global expansion. Principal aim to drive sales into Qatar from all points QR flies to, as well as selling inbound to all points in the network.
* Developing strong Interaction with Respective Market Segment and building Long-term relationships with key individuals and organizations within the Airline and Tourism industries in more than 150 destinations.
* Participating in Sales & Marketing activities including Trade Shows, Promotions, Mall Kiosks and Sales Blitz.
* Gathering and Checking Competitors’ product continuously in order to ensure competitiveness.
* Generating business through corporate Sales, Major events and Mice.
* Handling all FAM trips and Educational Tours coming to Dubai and Doha.

**Senior Sales Officer**

**Qatar Airways Holidays** (Doha, Qatar) **May 2011-May 2013**

* Working proactively with QR Outstations and Overseas Tour Operators to increase the revenue and support the Sales team in their roles.
* Identifying Business Opportunities, Sales options in order to achieve QR Set Targets.
* Maintaining Superior relationships with High End Customers all over QR Network.
* Working closely with Marketing, Communications, Operations and Sales support teams to meet QR Holidays assigned targets and achieve agreed customer service level.
* Handling and sorting out affected customers with negative feedbacks received by

customer or indirectly through one of our outstations and the Tell Us Team.

**Market Manager**

**Hotels4u.com** (Thomas Cook Egypt) **Feb 2010-May 2011**

* Identifying potential new market channels and Advising preferred partner hotels in the destination and negotiate exclusive deals and offers.
* Leading a Multinational team of Head Reps and Sales Reps Pushing Sales, Special offers and new sales methods to match with the current political unrest.
* Supporting Sales and Head Reps Reducing the overall complain ratio and increasing the score of Customer Service Questioners both returns and positive feedback.
* Signing contracts with 780 hotels in Egypt mainly in Cairo, Alexandria, Luxor, Sharm-Elshiek, Taba, Dahab and Hurghada

* Negotiating Hotels4u.com Contract Terms pricing and payment schedules, ensuring that the agreements with the hoteliers and Suppliers are commercially advantageous to Hotels4u.com.
* Reviewing, acceptance or negotiate of Stop-sale dates to minimize the effects of these for Hotels4u.com system.
* Reporting to the UK office regarding new hotels, Special offers and stop sales.
* Pushing sales, special offers and new sales methods to match with the current political unrest.
* Gathering competitor’s analysis/market intelligence and monitoring Hotels4u.com negotiated rates competitiveness against major competitors.

**Market Manager**

**Thomas Cook UK** (Cairo, Reds Sea) **Aug 2008- Feb 2010**

* Working closely with the sales management team and marketing staff to initiate marketing strategies that support the sales objectives
* Leading a Multinational team of Head Reps and Sales Reps Pushing Sales, Special offers and new sales methods to match with the current political unrest.
* Supporting Sales and Head Reps Reducing the overall complain ratio and increasing the score of Customer Service Questioners both returns and positive feedback.
* Supporting Head Reps and Sales Reps with their Sales figures.
* Negotiating Hotels4u.com Contract Terms pricing and payment schedules, ensuring that the agreements with the hoteliers and Suppliers are commercially advantageous to Hotels4u.com.
* Reviewing, acceptance or negotiate of Stop-sale dates to minimize the effects of these for the Thomas Cook Online System.
* Reporting to the UK office regarding new hotels, Special offers and stop sales.
* Pushing sales, special offers and new sales methods to match with the current political unrest in Egypt.
* Gathering competitor’s analysis/market intelligence and monitoring Thomas Cook UK negotiated rates competitiveness against major competitors.
* Negotiating compensations and refunds with all stakeholders when requested by affected customers.

**Head Rep**

**Thomas Cook UK** (Hurghada, Egypt) **Jul 2006-Aug 2008**

* Supervising and coordinating the team work.
* Supporting Head Reps and Sales Reps with their Sales figures.
* Reporting to Management guests’ general feedback and reps’ performance.
* Pushing sales, special offers and reducing complaints ratio.
* Supervising and monitoring the meet and assist at airports.

**Sales Representative**

**Thomas Cook UK** (Hurghada, Egypt) **Jan2004-Jul2006**

* Selling flight seats, Excursions, Cultural and Educational Trips, Holidays, Tickets, Accommodations, Events, and Entertainment Programs.
* Meet and Assist passengers at the airport and taking them to their hotels.
* Preparing welcome presentations to all guests introducing them to their holiday.
* Editing and filling in resort reports including Customer feedbacks, Incidents report,

Health and Safety and basic illness reports

**Tour Guide**

**Bright Sky Travel** (Hurghada, Egypt) **Mar 2002- Jan 2004**

**Education**

 Bachelors of Arts (English Islamic Studies and International Relations) Al-Azhar

University (BA) 2006

**Skills**

**Languages skills**

 Arabic Native Speaker

* English Fluent
* Russian Basic

**COMPUTER SKILLS**

* Microsoft Office.
* Efficient use of Internet (Emailing, Browsing and Searching etc.)
* Windows Operation Systems

**Personal Skills**

* Excellent negotiation skills with the ability to interact and influence at all levels of management and decision makers all Over Middle East & North Africa
* Strong analytical and interpersonal skills and strategic thinking
* Market Experience with STRONG supplier Contacts
* Innovative and able to develop new ideas
* Strongly committed to assigned task
* Territory Management & Customer Support
* Business-to-Business & Business-to-Consumer Sales
* In tune with the distribution landscape including shifts in preferred hotel distribution channels and industry technology

**REFERENCES** Available upon request