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| Elgizawy | Email: eligazawy.344398@2freemail.com Location: ELREGGA, DUBAI UAE VISA Status: tourism visa Marital status: single Date of birth:07/09/1991 |
| Travel Consultant |

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| **Personal Summary:** |
| High Education, Graduated from faculty of tourism and hotels, Courteous, excellent organizational skills and highly efficient with a unique understanding of the travel industry. An experienced travel consultant who is able to make the best possible travel arrangements for a client’s destination, mode of transport and travel dates. Highly motivated, target driven and with exceptional multitasking skills along with an ability to produce tailor-make itineraries for travel to short or long haul destinations.  |
| **Objective:** |
| I am seeking a position in the travel industry focusing on sales, customer care and office management. I am a dedicated team leader who wants to use his skills and knowledge to help my team to achieve using both traditional and modern approaches. |
| **Areas of Expertise:** |
| **Services** | * Travel industry knowledge
* Selling techniques and Product knowledge
* Online reservations and Customer service
* Arranging flights, insurance and accommodation
* Using a booking system to secure reservations as per customer’s requirement
* Collecting and processing payments as per company policy
* Advising clients on travel arrangements, e.g. visas and passports
* Keeping clients up to date with any changes of schedule
* Dealing with complaints and refunds
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| **Personal**  | * Willing to work on a shift basis including evenings and weekends.
* Always smartly dressed, articulate and presentable.
* Ability to take ownership of issues and to work alone with little or no supervision.
* Extremely organized with a high level of attention to detail.
* Ability to respond to timeframes and deadlines with pace.
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| **Global Distribution System:** *(Reservation Systems)* |
| **Amadeus** | * Basic Core Course
* Fare Pricing, Ticketing, Refunds, Reissuance and EMDs
* Advance Ticketing Course
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| **Sabre** | * Basic Core Course
* Maintaining Queues
* Fare Pricing, Ticketing, Refunds, Reissuance and EMDs
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| **Galileo** | * Basic Core Course and Refresher
* Fare Pricing (Fare Shopper)
* Queues checking for confirmation and cancellation deadline
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| **Hotel Bookings & Leisure:** *(Reservation Systems)* |
| **Local Vendors** | * Hotel reservation and Waitlist confirmation
* Organizing group tour packages
* Activities while on locations and meal arrangements as per requirements
* Arranging VIP service for departure and arrivals
* Local Guide arrangement with multi language
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| **Career History** |
| **Travel and tourism specialist at Fursan Travel & Tourism Riyadh, KSA** | 23rd July 2014 | 30th December 2016  |
| Fursan Travel has numerous government departments to deliver travel amenities. I’m providing an efficient, courteous, and responsive travel booking service to **Royal Saudi Air Defense Forces Riyadh**. Offering my services to suit clients and ensuring that all administrative terms and conditions of contracts are adhered. Link: [www.fursan.com.sa](http://www.fursan.com.sa) | Contact: 920-000-442 | Address: Riyadh - King Fahad Road |
| **Travel Consultant at travelers Egypt in( Sharm Elshaikh- Egypt)** | 05th march 2013 | 29th June 2014 |
| Travelers Egypt is one of biggest companies in tourism industry in Egypt and it has numerous branches in Egypt besides hotels and transportation I was a team leader of sharm elshaikh branch where it was new office during this time and I was chosen to be first employee there.Link: [www. travellers-group.com/Travellers\_Egypt.html](http://www.qualityaviation.com.pk) | Contact: +202 2792 0081 fax:+202 27964104 | Address: 2,Dar Elshefa st. Garden City, Cairo, Egypt.   |
| **Travel Consultant at Elkamar travel Shebeen Elkom ,menofya,Egypt.** | 20th September 2012 | 30th February 2013 |
| Elkamar travel was my first experience in tourism field and where I gained a lot of experience, they employed me after I graduated from faculty of tourism and hotels and I was suitable for their work as a travel consultant .and took place among a lot of skilled employees to work hardly and to learn more about our great industry. Link:  [http://www.elkamartravel.com/.net](%20http%3A//www.elkamartravel.com/.net) | Contact: +2 048 2332 109, +2 0482332 108 | Address: 5 Anwar Elsadat,Shebeen Elkom ,menofya ,Egypt.  |
| * **Education**: \*BA: Bachelor of Tourism and Hotels, 2012,Menofya University very good Degree.
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