**HEND**



Email: [hend.346725@2freemail.com](mailto:hend.346725@2freemail.com)

**EXECUTIVE PROFILE**

Being in the field of tourism industry for the past 18 years, I consider my self lucky to have the chance to work at several reputable travel agents as well as hotels at some point enabling me experiencing both sides of the coin, had the honor to work and hold key positions at some of the most reputable travel agents in Egypt which helped me to learn , gain accumulative experience and sharpen my skills as well as building a network of contacts both with suppliers and tour operators. Being the contracting manager for some of the top travel agents I was responsible and directly involved in the contracting process as well as yielding for some of the finest tour operators in various markets.I consider myself passionate in what I do, devoted,talented in contract negotiations, business analysis relationships building, capable of sourcing and maintaining high level contacts & capable of board level communication. I do have the capability of working independently however i always prefer to work within an energetic and motivated team.

**SKILL HIGHLIGHTS**



Windows NT & XP OS excelling in



MS Office (Word, Excel, PPT) §

Good user of internet

Etatos Reservation System -



Fedelio Hotel System - Sejur

**OBJECTIVE**

Seeking a challenging position as a Director of Contracting at a multinational Tour Operator where my organizational, Negotiation, communication, planning, analytical, and business skills can be utilized and enhanced.

**PROFESSIONAL EXPERIENCE**

**10/2012 to 09/2014 Director of Contracting Masters Travel Services**

One of the Top Five Travel Agents in Egypt & DMC for Reputable Tour Operators such as Der Touristic (Germany), Hotel Plan (Switzerland) , Beds With Ease (UK), On the Beach (UK), Turisanda (Italy), Lux Air (Luxembourg) & Inspire Luxury Escapes (UK)



Oversight of the contract management process, as well as development of specific standards , Business Analysis ,contract negotiations and document management



Developing & establishing a long term and healthy relationships with suppliers



Ensuring that the products are negotiated with the best conditions in



terms of price and inventory in order to retain and increase our market

share

Maintain & expand suppliers portfolio according to targets, ensuring



product diversity for our customer based on various hotels categorization

Identify & negotiate with key partner's preferential conditions & promote



the commercial opportunities

**04/2008 to 08/2011** **Director of Contracting**

**Travel Ways**

One of the Top five incoming travel agents in Egypt handling some of the



most reputable Tour Operators in Europe including Exim Tours

(Czech,Poland,Slovakia,Hungary & Romania), Olympic Holidays (UK), Sky

International (Netherlands), Capital Tours (Russia) & Go

Adventure(Baltic Market)

**04/2005 to 03/2008** **Contracting Manager**

**Tarot Tours Garranah**

One of the most reputable Travel agents in Egypt, handling many Tour



Operators including Fram (Fance), You Travel.Com (UK), Capital Tours

(Russia).

**11/2000 to 04/2003** **Asst. Front Office Manager**

**Dive Inn Hotel Swiss Resort Int. Sharm El Sheikh**

Handling the Duties of Assistant Front Office Manager as well as



performing and supervising the duties of the reservation department

**09/1999 to 09/2000** **Business Executive**

**Delegate Worldwide LT:D (B.V.I) For Investment & Brokerage**

**02/1999 to 08/1999** **Contracting Manager**

**Tarrot Tours Garanah**

**02/1998 to 12/1998** **Acting Contracting Manager**

**Spring Tours**

**09/1997 to 03/1998** **Assistant Contracting Manager**

**Spring Tours**

**10/1995 to 09/1997** **Reservation Supervisor**

**Spring Tours**

**05/1995 to 09/1995** **Reservation Clerk**

**National Travel Service**

**12/1994 to 05/1995** **Guest Relation Officer**

**Safir Hotel Cairo**

**06/1994 to 09/1994** **Trainee “Tourism Division” Incentive Groups**

**Emeco Travel**

**EDUCATION**

B.A " Tourism & Hotels" General Grade "Very Good" -The High Institute of Tourism

& Hotels 6th , of October City -1995

El Kawmia Secondary School ,1985-1988

**PERSONAL INFORMATION**

**Nationality** **:** Egyptian

**Date of Birth :** July 14th, 1971

**Martial Statues :** Single

**TRAININGS & COURSES**

Professional Certificate,Front Office The American Hotel & Motel Association U.S.A



Sales Techniques Training Certificate- Safir Hotel Cairo Seminar



**INTERESTS**

**Hobbies :** Reading - Horse riding -Interior Designing -Watching Movies-Travelling

**LANGUAGES**

**Arabic :** Mother tongue

**English :** Excellent Spoken & Written

**REFERENCES**

Furnished upon request