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**ERWEENA**

**ERWEENA.368688@2freemail.com**



**Career Objective:**

To find a challenging position and be an integral part of growth oriented team where my experience and capabilities will enhance and be able me to contribute to company’s objective.

**Work Experiences:**

**Belhasa Tourism & Travel LLC**

Dubai, UAE

January 27 2013- May 18 2017

**Travel Consultant**

Belhasa travel is a member of the Belhasa Group of Companies, a truly international group with other subsidiaries dealing in trade and manufacturing Belhasa boasts a number of highly qualified, experienced, multilingual staff making it by far the most reliable and most innovative Travel, Tourism & Cargo Company in the UAE.

* Booking of flights to the most varied destinations across all continents for tourist, and Leisure purposes.
* Hotel bookings providing a choice of budget hotels to luxury stay and resorts.
* Booking of tours & excursions in UAE offering the best in entertainment and leisure.
* Assistance with the visa formalities in United Arab Emirates (UAE).

**Aero Tech Aviation LLC**

Dubai, UAE

November 15 2012 to January 15, 2013

**Customer Travel Advisor**

AeroTech Aviation is a specialist provider of air charter solutions across all terrains and territories.

Offers daily scheduled flights and deliver cost effective solutions with a professional team who specializes in working in the most challenging environments across the region.

* Booking of flights to the most varied destinations across all continents for tourist, humanitarian, diplomatic, military and commercial purposes.
* Hotel bookings in the UAE providing a choice of budget hotels to luxury stay and resorts.
* Assistance with the visa formalities in United Arab Emirates (UAE).

**Trust Travel & Tourism LLC**

Dubai, UAE

July 15, 2012 to October 10, 2012

**Travel Agent**

* Prepare multiple fare quotations using GDS for varied travel needs consistently and per customer requirement.
* Process the flight ticket, insurance, accommodation/hotel, visas and other travel related service requests and cater to related customer queries on emails or telephone.
* Competency with all ticketing processes including exchanges, refunds, issue/re-issue, International Itineraries and rate structures etc.
* Prepare response to the Agent Debit Memos on a regular basis.
* Maintain service levels and achieve monthly/annual targets of booking tickets

**Academic Preparations:**

* **College**

Bachelor of Science in Tourism Major

San Sebastian College-Recoletos, Manila

June 2007-March 2011

* **Technical Certification**

Emirates Educational Institute

Micro Office, Office 2000

July to August 2012

* **Accounting Short Course**

Kabayan Institute Certified by Emirates Educational Institute

August 19, 2016 to October 14, 2016

* **Business Writing Course**

Kabayan Institute Certified by Emirates Educational Institute

August 19, 2016 to October 14, 2016

**Organizations:**

* Sebastian Tourism Organization

**Highlights of Qualifications:**

* Computer Literate
* Amadeus and Sabre Literate
* Knowledge of world geography and major carrier networks to facilitate quick itinerary planning.
* Standard fares and ticketing certificates
* Extensive experience in Call Center environment
* Great customer service skills
* A friendly, warm and assured personality
* Enjoyment and desire to serve and assist others
* Excellent time management skills
* Excellent ability to work under minimal supervision and prioritize work
* Hardworking, energetic, and reliable; recognized for assuming additional responsibilities

**Educational Tours, Trainings, and Seminars Attended:**

* **UFTE 5th Tourism Skills Olympics '11**

San Sebastian College-Recolletos Manila

Usherette

February 18-19, 2011

* **PAL Airline Overview Program**

Philippine Airlines Learning Center

January 24-28, 2011

* **Manila Ala Vegas**

Event Organizer

October 2, 2010

* **Hong Kong-Macau Tour**

March 2010

* **Mice entitled: Fiestacular**

Philippine International Convention Center

October 2009

* **Amadeus Training**

October 17, 2009

* **4th National Tourism Students’ Congress**

De La Salle University, Dasmariñas

August 29, 2009

* **Philippine Ecotourism Program & Strategy**

San Sebastian College-Recoletos, Manila

August 20, 2009

* **3rd Union of Filipino Tourism Educators Student’s Congress**

August 29-30, 2008

Olongapo City Convention Center

* **Food Production Exposure Tour**

February 6, 2008

* **EartHaven Teambuilding & Outdoors Adventure**

January 19, 2008

San Mateo, Rizal

* **MICE Management Convention 2007**

October 3, 2007

Traders Hotel

* **Sardonyx Tours & Travel Actual Tour Guiding**

August 5, 2007

Island of Corregidor

**Awards:**

* **Excellent Award in Amadeus Training**

October 17, 2009

* **Certificate of Distinction – Sabre Course Training**

Emirates Aviation College

February 17 to 21, 2013

* **Accounting Short Course – Second Honor**

Kabayan Institute Certified by Emirates Educational Institute

August 19, 2016 to October 14, 2016

* **Business Writing – Special Award**

Kabayan Institute Certified by Emirates Educational Institute

August 19, 2016 to October 14, 2016

**Other Achievement:**

* **Events Management Convention (2010)**

**“Manila ala Vegas” - Organizer**

Le Pavillion, Metropolitan Park, Pasay City, Philippines

October 2, 2010

**On The Job Training (OJT):**

* **Department of Tourism (DOT)**

Accreditation Division

Philippines - December 2010 – March 2011

**Self Appraisal:**

* I am self motivated, honest person with the ability to handle responsibilities entrusted to me with a sense of ownership and accountability, ability to adapt to change, well developed inter personal and good organizational skills in a fast paced environment.

Note: Certification Available upon request