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| **Gregorios** **MIDDLE MANAGEMENT PROFESSIONAL****Travel Operations/ Business Development/ Client Relationship Management** gregorios.370287@2freemail.com  |
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| core24x24icons Key Skills |  | knowledge24x24icons Profile Summary |
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| Contract Management |
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| Reservation |
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| Travel Operations |
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| Business Development  |
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| Outbound & Inbound Sourcing  |
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| Customer Relationship Management  |
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| Budgeting  |
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| Sales & Marketing |
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| Documentation  |
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 |  | * Result-oriented Professional with **over 13 years** of experience in Travel Operations, Outbound & Inbound Sourcing & Negotiation, Budgeting, Business Development and Customer Relationship Management
* Expertise in visiting new destinations to gather information on issues & amenities of interest to consumers
* Skilled in ensuring travel agents are familiar with selling features and advantages over competitors
* Played a key role in managing special attention of repeats & VIP guests with proficiency in English, French & Arabic languages
* Hands-on-experience of providing high value-added services to customers by providing them effective travel packages, thereby enhancing their satisfaction levels
* Pivotal in resolving passenger queries through latest available data in order to avoid any confusion in future
* An enterprising leader with skills in leading personnel towards accomplishment of common goals
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| softskills24x24icons Soft Skills |  | edu24x24icons Education |
| Team playerCommunicatorInnovatorThinkerCollaborativeIntuitive  |  | 1997: MBA in Banking and Finance from University Saint Joseph, Lebanon1996: BA - Business Administration from University Saint Joseph, Lebanonusj.png |
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| career24x24icons Career Timeline |
| MBA in Banking and FinanceBA - Business AdministrationSna Allianz, Lebanon as Financial & Insurance Consultant2004-till date1998-2004Professional Tourism, Dubai as Operations Manager19961997 |

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| exp24x24icons Work Experience**Since Jun’04 with Professional Tourism, Dubai** **Growth Path:** Jun’04 to Jun’06: Reservation & Contracting ManagerJun’06 to Jun’09: Business Development ManagerJun’09 to till Date: Operations Manager**Role:** **As Operations Manager:*** Monitoring Pre-Launch Of An OTA B2C Under Apartmentwithus.Com Specialized Only In Hotel Apartments
* Contracting:
	+ Channels Management Such Rate Gain, Rate Tiger
	+ Hotel Apartments On B2C Contracts & Hotel & Hotel Apartments on B2B Contracts
	+ B2B Wholesalers
* Managing Marketing Plans And Campaigns
* Collaborating With Key Corporate Clients Of Research, Marketing And Selling Skills
* Supervising Entire Operational Set-Up Of The Company
* Sourcing Products & Destinations To Meet Customer Demands
* Managing A Sales Team Of Highly Motivated People
* Mentoring & Motivating The Sales Team To Hit Their Targets And Ensure Company Profitability

**As Business Development Manager** * Contracting Suppliers For Outbound Packages
* Regulating Designing, Marketing And Promoting Holiday Packages Research, Marketing And Selling Skills
* Formulating Sales & Marketing Plans & Campaigns Developing New Services & Products
* Administered In Contracting B2B Wholesalers
* Organized client-companies events & managed groups in Dubai
* Involved In Visiting Agents Abroad
* Played A Key Role In Starting Using Email Marketing Adding 2 New Destinations Every Year

**As Reservation & Contracting Manager** * Monitored A Reservation Team As Manager
* Served Customers Professionally To Achieve Excellent Levels Of Satisfaction & Generate Revenue
* Formulated In Negotiating & Contracting Hotels, Self-Catering Or Serviced Apartments
* Managed The Best Available Rates & Availability In New Hotels & Re-Contracting Existing Agreements
* Confirmed That The Reservation & Operation Teams & Finance Were Provided With Accurate Data To Complete Booking Processes And Produce Accurate Customer Invoices
* Evaluated Market Requirements Related To The Needs Of Tactical Products (I.E. New Destinations, Weak Periods Etc.) To Support The Defined Business Strategy In Collaboration With The Business Product Team
* Actively Engage With Contracted Partners
* Negotiating And Contracting Extra Services Like Transfers, Limousine & Excursions
* Managed Sales Meeting With Corporate Clients In Dubai

exp24x24icons Previous Work Experience**Jun’98 to Jun’04 With SNA Allianz, Lebanon as Financial & Insurance Consultant**Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\Soft-Skills24x24icons.png It Skills Operating Systems: Windows 10; MS Office; Social Media: Facebook, Twitter, Linkedin, Pinterest; Email Marketing: Icontact, MailchimpZ:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\personal-details24x24icons.png Personal Details Date of Birth: 1st March, 1975Marital Status: MarriedNationality: LebaneseDriving License: Valid U.A.E. driving licenseLanguages Known: English, French, & ArabicLocation Preference: Dubai |