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| **Gregorios**  **MIDDLE MANAGEMENT PROFESSIONAL**  **Travel Operations/ Business Development/ Client Relationship Management**  [gregorios.370287@2freemail.com](mailto:gregorios.370287@2freemail.com) | | |
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| core24x24icons Key Skills |  | knowledge24x24icons Profile Summary |
| |  | | --- | | Contract Management | |  | | Reservation | |  | | Travel Operations | |  | | Business Development | |  | | Outbound & Inbound Sourcing | |  | | Customer Relationship Management | |  | | Budgeting | |  | | Sales & Marketing | |  | | Documentation | |  | |  | * 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 player  Communicator  Innovator  Thinker  Collaborative  Intuitive |  | 1997: MBA in Banking and Finance from University Saint Joseph, Lebanon  1996: BA - Business Administration from University Saint Joseph, Lebanon  usj.png |
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| career24x24icons Career Timeline | | |
| MBA in Banking and Finance  BA - Business Administration  Sna Allianz, Lebanon as Financial & Insurance Consultant  2004-till date  1998-2004  Professional Tourism, Dubai as Operations Manager  1996  1997 | | |

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| exp24x24icons Work Experience  **Since Jun’04 with Professional Tourism, Dubai**  **Growth Path:**  Jun’04 to Jun’06: Reservation & Contracting Manager  Jun’06 to Jun’09: Business Development Manager  Jun’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, Mailchimp  Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\personal-details24x24icons.png Personal Details  Date of Birth: 1st March, 1975  Marital Status: Married  Nationality: Lebanese  Driving License: Valid U.A.E. driving license  Languages Known: English, French, & Arabic  Location Preference: Dubai |