

**Islam**

Sales & Reservations Executive

Digital Marketing Specialist

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| Professional Attributes | * I'm Seasoned Travel and Tourism Consultant in planning and coordinating international and domestic travel, lodging, and recreational activities for commercial customers. and Trips Hajj and Umrah * Success in creating unique destination experiences and informing customers on local customs, points of interest, and foreign country regulations to achieve optimum customer satisfaction. Seeking to leverage background and formal training to take next career step in hospitality and tourism management with a good travel agency. * In this stage I decided to be Digital Marketing, so I shifted my Career to Digital Marketing With all activities " Social Media, SEO, Email Marketing, SMS Campaign" So I start working at "new top air tours "company,, My position is Digital Marketing Specialist, I'm responsible for All Platforms on social Media" Facebook, LinkedIn, Twitter, Youtube, Instagram " For Setting Plans & Implementation, Reports for Analysis and Writing Blogs for Company. * Create and edit engaging content for social media, websites, and blogs, with SEO in mind. * Monitor and run online advertising on Facebook and Google Adwords (Search, Display, and Video). * Analyze Google Analytics data and social media insights to optimize digital strategy and tactics. * Create and optimize corporate and product websites. * Organize and coordinate projects with web-designers, developers, graphic designers, and other departments. |
| Skills | |  |  | | --- | --- | | * Travel Planning | * Website Analysis. | | * Office Administration | * Create online Marketing Strategy | | * Consultative Selling | * Product Promotion and Brand Development | | * New Business Development | * Conceptualizing the idea to reality | | * Event Planning | * Running and following Digital Campaigns | | * Transportation Coordination | * E-mail marketing monitoring | | * Travel Consulting & Reservations | * SEO and SEM | | * Relationship Management * booking tickets by amados system | * Excellent usage of Google Ad-words, Google Analytic | | * Domestic & International Travel expertise | * Measure KPIs and performance of paid Google campaigns. | |
| Experience | Al Iman tours & Travel – Doha, Qatar 2017 – 2017  Sales & Reservations Executive  Digital Marketing Specialist   * Creating flights bookings, Issuing Tickets on Amadeus * handling packages requests, * Hotels Reservation &Selling tours all over the world using Global Reservations systems with high level of customer service * Confirming Ancillary services – Insurance / Visa / International Driving License / Car Rentals * Responsible for Umra and Hajj File, receiving Umra and Hajj requests from clients, deal with * Co-ordinate between the Supplier or Service provider to finalize the booking * Follows up with the clients for any special requirements * Maintains clients database * Works on maximizing profits for the company * Manage various social media channels on Facebook, Twitter, YouTube, Google Plus, LinkedIn, Instagram, and Pinterest. * Create and edit engaging content for social media, websites, and blogs, with SEO in mind. * Monitor and run online advertising on Facebook and Google AdWords (Search, Display, and Video). * Analyze Google Analytics data and social media insights to optimize digital strategy and tactics. * Organize and coordinate projects with web-designers, developers, graphic designers, and other departments. * Experience in planning and strategizing integrated communications programs across multiple media. * Create and optimize corporate and product websites. * Following our competitors and making periodic reports. * Analyze social media campaigns.   New Top air tours – Cairo, Egypt 2012 – 2017  Branch Manager  Digital Marketing Specialist   * Manage various social media channels on Facebook, Twitter, YouTube, Google Plus, LinkedIn, Instagram, and Pinterest. * Create and edit engaging content for social media, websites, and blogs, with SEO in mind. * Monitor and run online advertising on Facebook and Google AdWords (Search, Display, and Video). * Analyze Google Analytics data and social media insights to optimize digital strategy and tactics. * Create and optimize corporate and product websites. * Organize and coordinate projects with web-designers, developers, graphic designers, and other departments. * Experience in planning and strategizing integrated communications programs across multiple media. * Following our competitors and making periodic reports. * Analyze social media campaigns.   Hot land tours – Cairo, Egypt 2011 – 2012  Director of Religious Tourism   * Responsible for organizing the Hajj and Umrah.   Hot land tours – Cairo, Egypt 2010 – 2011  Reservations Specialist   * Overseeing the bookings procedure and ensuring accurate processing * responsible for booking tickets by Amadeus system * Building strong relationships with resorts and hotels * Negotiating the best possible rates for customers * Forging long term and positive relationships with new and existing customers * Ensuring all travel packages adhered to industry regulations * Providing insurance and ad on options to all customers * Researching competitors’ deals to ensure the agency remained competitive * Dealing with and resolving any complaints, issues or problems that arose   C&CC – Cairo, Egypt 2007 – 2010  Sales   * Experience of selling communications, IT hardware, voice applications, broadband connections, microchips, network applications, services, data, software and cloud based technologies. * Extensive knowledge of the company’s products an also of the wider IT marketplace. * Keeping up to date with the developments of new technologies. * Awareness of emerging markets, technologies and trends. * Experience in a leadership role.   Jaded it solutions – Cairo, Egypt 2005 – 2007  Technical Support   * Installing new systems for all employees * Providing training for all users * Repairing and upgrading hardware and ensuring all computers were fully operational * Creating and maintaining accurate database of all pending and resolved IT issues |
| Education | Institute of Computing Technolog – Cairo, Egypt 2005  [Intermediate and higher qualification](http://www.proz.com/kudoz/arabic_to_english/education_pedagogy/4045103-%D9%85%D8%A4%D9%87%D9%84_%D9%85%D8%AA%D9%88%D8%B3%D8%B7_%D9%88_%D9%81%D9%88%D9%82_%D8%A7%D9%84%D9%85%D8%AA%D9%88%D8%B3%D8%B7.html#9085664) |
| Training Courses | Amadeus Egypt – Cairo, Egypt  Amadeus Basic Certification Course  the egyptian tourism federation – Cairo, Egypt  [Religious Tourism Supervisory](http://scholar.google.com.eg/scholar?q=religious+tourism+supervisory&hl=en&as_sdt=0&as_vis=1&oi=scholart&sa=X&ved=0ahUKEwjq3s-FosnSAhWLXRQKHX-0CkYQgQMIFjAA)  E – Marketing Academy – Cairo, Egypt  Social Management Course  Social Ads Course  Google Adword Course  SEO Course  Vision Technologies – Cairo, Egypt  Cisco Certified Network Associate ( CCNA )  Ministry Of Defense – Cairo, Egypt  Network Administration  Network Hardware  Network Fundamentals  Misr learning academy – Cairo, Egypt  ICDL |
| Personal Information | * Place of Birth : Cairo, Egypt * Date of Birth : 20 of Apr., 1986 * Present Resident : [Doha](https://www.bayt.com/en/qatar/jobs/locations/doha/), [Qatar](https://www.bayt.com/en/qatar/jobs/) * Sex : Male * Status : Married * Language skills : Arabic [mother language] , English [good written and spoken] |

References Available upon request. . . .