***Talal***

**Operation Manager at Alpha Tours**

United Arab Emirates

Dubai

EMAIL: [talal.383068@2freemail.com](mailto:talal.383068@2freemail.com)

Place of Birth : Kornayel, Lebanon

Date of Birth : 19/09/1980

Sex : Male

Marital Status : single

Nationality : Lebanese

 Belarusian National Technical University

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| **Experience:** |



1. **[operation executive](https://www.linkedin.com/company/2506899/)**

* [Company NameALPHA TOURS](https://www.linkedin.com/company/2506899/)
* [Dates EmployedSeptember 2006 till September 2009](https://www.linkedin.com/company/2506899/)

[Employment Duration3 years](https://www.linkedin.com/company/2506899/)

* [LocationUnited Arab Emirates Dubai Building Burlington Tower Business Bay.](https://www.linkedin.com/company/2506899/)

**Responsibilities & duties**

* **Arranging the transfer of all our customer, sending and confirming the transportation request with our supplier.**
* **Preparing the schedule of the arrival list, and assigning airport representative accordingly.**
* **Working with the hotels, and other transport company for groundhandling.in order to execute the arrangement**
* **Coordinate, communicate follow up ,in order to secure a smoothly operation .**
* **Book and confirm all the services required , ( VIP lounge , marhaba service, rent a car )**

1. **[CustomerServices](https://www.linkedin.com/company/2506899/)**

* [Company Name ALPHA TOURS](https://www.linkedin.com/company/2506899/)
* [Dates Employed September 2009 till October2011 Employment Duration 2years](https://www.linkedin.com/company/2506899/)
* [Location United Arab Emirates Dubai Building Burlington Tower Business Bay.](https://www.linkedin.com/company/2506899/)

**Responsibilities & duties**

* **Deal , and help resolve any customer complaints.**
* **Assist and guide our cient,and provide them necessary information to fulfill their requirement.**
* **Receiving complain from our agent , investigate and checking with our drivers and supplier**
* **Sent our feedback to the agent, and offer compensation if any.**

**[Transportation manger](https://www.linkedin.com/company/2506899/)**

* [Company Name ALPHA TOURS](https://www.linkedin.com/company/2506899/)
* [Dates Employedoctober2011till august2013](https://www.linkedin.com/company/2506899/)

[Employment Duration2years](https://www.linkedin.com/company/2506899/)

* [Location United Arab Emirates Dubai Building Burlington Tower Business Bay.](https://www.linkedin.com/company/2506899/)

**Responsibilities & duties**

* **Managing theexecution , and coordination for all transportation maters with our supplier.**
* **Organizing schedule androute, ensuring that vehicle are safe ,and meet legal requirement.**
* **Dispatching driver and assigning their job order.**
* **Inform our drivers regarding their job order, and making sure that driversare aware of their duties**

1. **[Operation manager](https://www.linkedin.com/company/2506899/)**

* [Company Name ALPHA TOURS](https://www.linkedin.com/company/2506899/)
* [Dates Employedaugust2013 till present](https://www.linkedin.com/company/2506899/)

[Employment Duration 5 years](https://www.linkedin.com/company/2506899/)

* [Location United Arab Emirates Dubai Building Burlington Tower Business Bay.](https://www.linkedin.com/company/2506899/)

**Responsibilities & duties**

* **Senior role , which involve overseeing the provision of services.**
* **Ensure that the day to day operation of a business run efficiently.**
* **Oversee the supervision of employees.**
* **Motivate employees.**
* **Set goals and objectives for various department corporation with other mangers and help**
* **Establish procedure and put them into effect.**
* **Supervising and training other employees.**
* **Monitoring existing process and analyzing their effectiveness.**
* **Creating strategies to improve , the best service.**

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| **Education:** |

* **Software engineering Bachelor Degree at Belarusian National Technical University (BNTU) – 2004.**
* **Software engineering Master Degree at Belarusian National Technical University (BNTU) – 2005**.

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| **Languages:** |

**Arabic: Fluently**

**English: Fluently**

**Russian: Fluently**

**French: Fluently**