

**CURRICLUM VITAE**

**Objective:-**

I would like to join any corporation asking for a person with my qualifications to work and help promoting the standard of work in it.

**Personal profile:-**

Outstanding, interpersonal, communication skills, highly educated and self-motivated.

**Personal information:-**

Name : Hamdy

Experience **: More than 17 years experience in Tourism.**

Nationality : Egyptian.

Date of Birth : 13th, October, 1978.

Marital Status : Married.

Visa Status : Visit visa

Available : immediately

**E-Mail** : hamdiy.383775@2freemail.com

**Employment Summary: -**

1. **Company : Breeze Tourism LLC Sharjah- July 2017 Till July 2018**

**Position : Tourism, Holiday and Marketing Manager.**

**Duties** : Arranging and selling Holiday Packages to all customers either walk in customers or corporate guests. Issuing flight tickets both local and international through GDS systems as Sabre and Amadeus. Arranging UAE visa and international visa. Updating hotels contracts. Making hotels reservations either through bonline system or directly with the hotels. Dealing with big service providers such as Emiraqtes,DNATA. Air Arabia, Fly Dubai TBO Holidays, DOT World…etc. Reserving transfers either locally or international. Handeling meet and assist service for VIP customers.Dealing with big corporate such as SHUROOQ(Sharjah Investment and Development Authority). Palms Sports company, Alghad ALMushreq TV in Abu Dhabi, Sharjah Media City….etc

1. **Company : Shuttle Travel SAE Egypt- May 2016 till June 2017**

**Position : Tourism Manager**

**Duties** : Managing and Supervising all tourism business in all the company branches. Arranging UAE visa and international visa. Resolving all customers problems during their holidays. Arranging both inbound and outbound holiday packages. Organizing Hajj and Umrah packages.

1. **Company : Travco Travel – August 2008 Till May 2016**

**Position : Deputy Manager**

**Duties** : Managing all inbound and outbound holidays. Supervising a big team managing all paperwork and accounting issues. Making and confirming hotels reservations. Dealing with such international trends as TUI Travel, TUI UK , TUI Russia, TUI Germany…meet and assist at the airport. Arranging tailormade holiday packages for the customers. Reserving and confirming domestic flight tickets.

1. **Company : Top Team Tours Egypt – 2002 Till 2008**

**Position : Tour Operator then Operation manager**

**Duties** : Handling all company operation either tours or holiday packages. Arranging tailormade tours for the customers who arrive to Egypt to spend their holiday. Dealing with big international companies such as Novatouras located at Latvia,Lithuania and Estonia/ Triada & Itaka the big Polish Tour Operators….etc.Signing and updating hotels contracts making sure that we are having the best rates.Finalizing all arrival and departure formalities for the customers since they arrive at the airport. Managing all holiday representatives and assigning them on tours and transfers. Reserving flight tickets for the customers.

1. **Company : Image Voyage Egypt-2000 till 2002**

**Position : Senior Travel Consultant**

**Duties** : Supervising all operation team making sure everybody is reaching customers satisfaction. Arranging holiday packages either inbound or outbound. Reserving hotels either through online wholesalers or through the hotels directly. Updating and confirming hotels contracts. Arranging Hajj and Umrah packages.

 **Professional Experience:**

* Work on GDS Systems like Amadeus and Sabre.
* Making hotel reservations through online systems and through hotels directly.
* Arrange Holiday packages both Inbound and Outbound.
* Updating and following up hotels’ contracts.
* Maintained close liaison with customers on issues related to bookings.
* Good experience in booking local and international transfers.
* Follow up all reservations to make sure we reach utmost customer satisfaction.
* Good Experience in making Umrah packages.
* Marketing on all media channels and making designs for our products.
* Arrange all FAM trips programs for the incoming tourists.
* Handel internal and external calls offering the highest level of customers’ satisfaction.
* Exceptional ability to follow clear rules and organized methods.
* Making all office paperwork such as booking situations and tour programs.

**Skills :-**

* Good experience in Amadeus and Sabre GDS
* Tireless sense of responsibility.
* Positive, flexible, result-oriented work ethic.
* Persuasive with charisma, negotiator with prudence.
* Problem management aptitude that tends to solve not to blame.
* Penchant for organization, punctuality, and a good eye for details.
* I communicate effectively with colleagues and customers.

**Academic Education:-**

B.A : Faculty of Arts, Menufia University.

Certificate : Authorized from UAE Embassy at Egypt

Year : 1998-1999.

Grade : Good.

Dept. : English Language & literature.

**Postgraduate Education:-**

Postgrad. : Pre M.A. (Master of Arts) in Cairo University.

Year : 1999-2000.

**Computer Skills:-**

Very good command in word / excel / PowerPoint and Photoshop designs.

**Languages:-**

English : Very good command in reading, writing, speaking & good experience in Translation.

French : Good spoken and written. .

Arabic : Mother Tongue.

Availability : Immediately

(Please do not throw away as you might need it some day)