**Sara Youssef Yehya CV**

**Cell Phone** 00961 03 365494 – 00961 76 300826

**Email** saraaaa13@hotmail.com

**Personal Information**
Date of Birth 13 November 2013
Place of Birth Lebanon
Gender Female

**Optional Personal Information**
Marital Statussingle

**Career Highlights**

Professional Customer Service Skills.

Professional Travel & Tourism Management Skills.

Professional Interpersonal Communicator Skills.

Handling Difficult Customers

**Employment History**

01/09/2013 until present: Tourism Manager at Barakat Travel

01/10/2012 until 01/09/2013: Outgoing manage at Barakat Travel

04/05/2009 until 30/09/2012: Travel Consultant at Barakat Travel

01/06/2007 until 30/09/2007: Travel Consultant at Balkan Holidays

01/06/2006 until 30/09/2006: Travel Consultant at Balkan Holidays

01/06/2005 until 30/09/2005: Travel Consultant at Balkan Holidays

**Education**

* February 2014: “ Seminar at the Sea Training Certificate from Royal Caribbean International, Celebrity Cruises & Azamara Club Cruises
* February 2013: “Certified Travel Agent “Diploma for ATTAL and the BATS
* February 2013: “ India Destination Specialist” Certificate from the USJ University & the BATS Academy
* November 2012: “ Internal Audit : Certificate from ISO Liban Bureau Veritas
* November 2012: “ ISO 9001-2008 QMS Foundation Internal Audit “ Training Certificate from ISO Liban Bureau Veritas
* November 2012: “Applied Business Cases “Diploma from the BATS
* October 2012: “France Destination Specialist “Certificate from the USJ University and the BATS Academy
* October 2012: “Phoenician Trail “Certificate from the USJ University and the BATS Academy
* March 2012: “ Handling Difficult Customer” Certificate from the Bees Society Academy
* November 2010: “ Sustainable Travel “ Certificate from the BATS Academy
* April 2010: “Spa Life Style “Notification of Performance from the BATS Academy
* November 2009: “Strategic Selling” Notification of Performance from the BATS Academy
* November 2009: “ Services Marketing & Management “ Certificate from the BATS Academy
* 2009-2010: DESS in Travel & Tourism from the Lebanese University
* 2007-2008: Bachelor Degree in Travel & Tourism from the Lebanese University
* 2004-2005: Diplomat in Life Science form St Anthony College Hamana

**ITS Skills**

Word, Excel, Access, PowerPoint, Internet, Email, Outlook

**Languages**

Arabic

French

English

Spanish

**Interests**

Music, traveling, reading cultural news and online newspaper.

**References will be available upon request**