

MICHELINE HELOU

Furn El Chubback , Beirut - Lebanon, H: +961 1 290764 | C: +961 70 230782 | micha.helou@gmail.com

Summary

Hardworking and enthusiastic person who enjoys a challenge and being part of a team.
Experienced in and know the value of great customer service

Skills

- Highly critical thinker with effective researching skills proven through work experience
- Ability to multi-task and manage priorities effectively
- Strong analytic and problem solving skills
- Meticulous attention to detail
- Fast learning
- Ability to work under pressure

Accomplishments

Planned, developed and tested the online reservation system of Nakhal & Cie - www.nakhalonline.com - a system that manages all aspects of a tour operator company.
Training Personal on the usage of the system

Experience

Senior Officer - Operation Department
Nakhal & Cie - Badaro, Beirut - Lebanon

May 2011 to Sep 2014

Responsibilities included:

- Managed Nakhal System in entering charter flights schedule, rates, availabilities, charter packages and all details related such as net costs ...
- Cooperated and Supported charter operation team in their day-to-day work at the airport
- Provided passenger lists (PNLs) and various documents requested by airlines to airlines
- Visited destinations, hotels and resorts to ascertain accommodation quality and suitability
- Liaised with coach operators, airlines, hoteliers and resort representatives
- Agreed service levels providing pricing information, contracts and costs
- Designed flexible tour packages to meet the needs of different clients
- Produced brochures and Internet-based information
- Handled bookings, invoicing and issuing of tickets with airlines such as Pegasus Airlines, Vueling Airlines, MEA...
- Predicted profits or number of bookings
- Making sure all travel arrangements run according to plan and that accommodation, meals and service are satisfactory
- Coordinated and gave instruction to tour leaders and company representatives
- Ensured that the tour is running smoothly for individual members of the group
- Responded to questions and offered help with any problems that arise, ranging from simple matters to more serious issues, such as tracing lost baggage
- Dealt with emergencies such as medical ones
- Arranged tailor made programs and VIP services when requested
- Provided reports and maintaining records
- Organized and attended tourism events, conferences, workshops, seminars and exhibitions
- Followed up with payments and invoices
- Explored and identified new business opportunities in a competitive and rapidly changing industry

- Dealt with and documented complaints in an efficient and diplomatic manner

Senior Back Office Operation, Reservation & Sales Agent - Specialized in Turkey
May 2009 to May 2011

Hoojoozat.com (Part of Nakhal & Cie) - Badaro, Beirut - Lebanon

Responsibilities included:

- Handled hotel reservations, modification and cancellation
- Dealt directly with hotels, local suppliers and online reservation systems
- Negotiated deals with Hotels, DMCs and service suppliers
- Managed specific accounts
- Handled requests and correspondences with hotels and customers
- Maintained high standards of customer service
- Daily contact with travel agencies in Middle east, Europe, Africa, Gulf...
- Controlled and Market Studied
- Knowledge of online systems (GTA, DOTW, Travco, Miki, Hotelbeds etc...)
- Controlled of hotels profiles and photos
- Compared rates for several providers to determine the most competitive ones to publish them online
- Follow up with finance department for invoices
- Sales support and follow up

GM Executive Assistant
Nakhal & Cie - Badaro, Beirut - Lebanon

Apr 2006 to May 2009

Responsibilities included:

- Performed general administrative duties
- Responsible of assisting the manager with every aspect of the day-to-day operations of the company
- Handled correspondence, office, procedures, filing/archive system
- Followed up of business matters
- Handled purchasing office supplies and stationary
- Scheduled, Planned and organized meetings and events
- Took and compiled minutes of meeting
- Handled and screened telephone calls, routine mail and reallocated as required
- Collected clients information to create data base
- Launched e-mail marketing campaigns
- Handled insurance refund cases of clients during summer 2007
- Prepared and handled business trips
- Coordinated between different departments

Mathematics and Science Teacher - Classes EB 4, 5 and 6
Saint Michel School - Fayadiyeh, Lebanon

Sep 2004 to Jul 2005

Responsibilities included:

- Lesson Planning
- Assigned lesson and corrected homework
- Facilitated activities that developed students physical, emotional and social growth
- Academic Performance Evaluation
- Resource Management
- Conflict Resolution
- Investigated and solved students academic problems
- Organized parent-teacher conferences to maximize student learning opportunities and develop forward-thinking plans to correct ongoing issues

Education

Bachelor of Science, Pedagogy - Teaching Mathematics and Science - 2nd Cycle

2005

Lebanese University - Rawda, Beirut, Lebanon

Professional Training and Seminars

Ping Pong Customer Care Coaching Program 2014
Wydner Coaches - Beirut , Lebanon

Training Program Included:

- Customer care mistakes
- Telephone Etiquette
- Dealing with Angry Customers
- Character Management - dealing with negative emotions and stress
- Time Management

Mental Bath Coaching Program 2011
Wydner Coaches - Beirut, Lebanon

Training Program Included:

- Time Management
- Customer care
- Identifying Clients needs
- Service Marketing
- Selling skills
- Communication skills and Telephone Etiquette
- Problem solving and Dealing with Angry Customers

Relationship Selling Training Program 2010
B.A.T.S (Beirut Academy For Travel Sciences) - Beirut, Lebanon

Training Program Included:

- Service Marketing & Management
- Strategic Selling
- Communication Skills
- Problem Solving
- Business Writing

Technical Skills

Microsoft Office - Word, Excel, PowerPoint, Outlook : Full professional proficiency
Photoshop: Limited working proficiency
CMS (Content Management System) - update company website (photos and information)
: Limited working proficiency

Languages

Arabic: Full native proficiency
French: Full professional proficiency
English: Full professional proficiency
Turkish: Elementary proficiency