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## MAYA KARAM

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Date/Place of Birth: 04-August-1980, Lebanon

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# Objective

# Looking forward for a challenging environment, where I can improve myself and succeed in my tasks in way that meet the company’s expectations and goals.

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# Professional Experience

#### FEB 2011 – Present Customer Service –Airport Ground Agent

#### Emirates Airlines - Dubai-U.A.E.

Duties:

* Identify and meet the standard and special service requirements of the passengers at check-in, transfer desk, special services and boarding gates by adhering to the set service standards and procedures so that the passengers are handled in a friendly and efficient manner.
* Provide a proactive service to passengers prior to check-in such as, managing queues, handling denied boarding passenger, staff passengers, helping families, identifying those with special needs and code share passengers, so that they are directed to the relevant check-in counters and are handled efficiently.
* Initiate boarding at the gates, following laid down boarding priorities, announcements, hand baggage removal, flight coupon reconciliation and head count confirmation in order to assist the process for a safe and on time departure of EK flights. For flights boarding from remote, ensure the handling procedure applies.

#### JAN 2010-2011 Freight Zone International- Operation department

#### Sin El Fil-Chawool BLG-Lebanon

##### Duties

##### Provide information to customers in a proactive manner in order to meet their information needs.

##### Maintain adequate day-to-day communication and coordination with and on behalf of customer and the FSL Cargo Organization.

##### Maintain up to date customer data base (of specified customer portfolio when applicable).

##### Proactive collect and communicate relevant market related information on behalf of Various Products in order to be able to anticipate on market developments by the Business accordingly.

##### Take and make orders for defined products and process bookings according to agreed procedures and guidelines.

##### Pro-active call on all existing customers with regular business , deep selling accounts, generating new business/customers.

#### Mar-2009 – 2010 Visa & purchase officer -Administration department

**Wild Discovery Travel & Tourism- Beirut- Lebanon**

**Duties:**

* Receives and screens Visa applications and supporting documents for completeness and accuracy from a variety of sources, which entails the accurate handling of an extensive volume of applications.
* Assists applicants during the process of applying by providing information on visa procedures.
* Verifies purchase requisitions by comparing items requested to master list; clarifying unclear items; recommending alternatives.
* Prepares purchase orders by verifying specifications and price; obtaining recommendations from suppliers for substitute items; obtaining approval from requisitioning department.
* Verifies receipt of items by comparing items received to items ordered; resolves shipments in error with suppliers.
* Authorizes payment for purchases by forwarding receiving documentation.
* Keeps information accessible by sorting and filing documents.

#### Oct 2006 – 2009 Sales Officer

**Anastasia Travel, Tourism & Limousine Co. – Beirut-Lebanon**

Duties:

* Ensuring a superior standard of customer service is applied across the entire organization at all time.
* Reading coded data on booking card to ascertain destination, carrier, flight number, type of accomodation and stopover enroute.
* Separating and filing copies of completed tickets.
* Fulfilling the jobs such as compiles, computes, and recording identification and fare data using tariff manuals, rate tables, and flight schedule.
* Working with the finance department and management with regard to reporting and invoicing.
* Collaborating with the marketing manager regarding a clear pricing policy for tickets.

#### Dec 2003 – Aug 2006 Secretary

**Est. Kamal Tanios Matar – Beirut-Lebanon**

Duties:

* Managing diaries and making appointments.
* Drafting letters and other documents such as Power Point presentation.
* Maintaining filing system.
* Answering the phones and queries.
* Managing data bases.
* Using various computer packages- Word, Excel, Power Point.
* Implementing new procedures and administrative systems.

# Professional Training

* **July 2002:** Ticketing, Hotels Booking Package and Tours (El Murr Travel-Lebanon).
* **Oct 2003:** Working as Promoter for new items – Market research (Emirates National Plastic Card ENPC - Sharjah-U.A.E.)**.**

# Education

##### 1997-1998: Saint-Coeur, Lebanon (High School).

##### 1999: American Language Center (Completed English Courses & Computer).

* **2001-2002:** CIT institution- Diploma on Airline Ticketing.

# Computer Skills

* Microsoft office (World, Excel).
* Internet (Netscape, Explorer).

# Personal Data

* Marital Status: Single
* Nationality: Lebanese
* Driving License U.A.E. Acquired.

# Languages

* Arabic : mother tongue
* English: Spoken & written fluently.
* French: Good.

# Hobbies & Activities

* Reading
* Travelling

# References

* Available upon request.