PERSONAL DATA:

Nationality : Jordanian

Current Location : Dubai, United Arab Emirates

Date of Birth : 11, December 1982

Marital Status : Married

Religion : Muslim

Languages Spoken : English, Arabic

Contact Number : +971 501071534

Email : matahen82@yahoo.com

OBJECTIVE:

To contribute my skills and full cooperation that leads me in a professional and personal growth by providing effective and efficient service through innovative and dynamic approaches contributing to the overall success of the company.

WORK EXPERIENCE:

 **Operations Support Supervisor**

**TripAxis DMCC**

Sep 2015-present

TripAxis DMCC ( [www.tripaxis.com](http://www.tripaxis.com)) is start-up company , specialized in inbound / outbound and online Travel services and Events organising and representing , located in Jumeirah Lake Towers

**Job Responsibilities**

* In charge of the full operation of the Tourism division which included and not limited to Hotel bookings , flight tickets , visas , attractions and tours
* responsible of the in-house system setup include: bookings flow , contract loading , rates and availability loading
* contracting : contact and negotiate rates with hotels and other suppliers including Airlines , Tour operators , locally and international
* Events: TripAxis was the host agent for big exhibitions and events like: Dubai Airshow 2015, Big 5, Gulf Food , IPTC Doha, Singapore Airshow, and more. I was responsible of the tourism part of each event include flights , hotel bookings and visa arrangement
* Monitor the online booking engine ( Tripaxis.com ) to make sure that all information and rates are up to date
* Train the new joiners and monitor the quality for all services offered to clients

**Tour Consultant/ Travel Consultant**

**Emirates Airline& DNATA Group – Dubai**

May, 2011– September 2015

I worked in Two different departments in the group as per below

* DNATA Government Travel services / Dubai Department of health and Dubai Police headquarter
	+ DNATA has an office in above mentioned places , I was based in these offices and run it as one man show , duties include:
	+ All the normal bookings for the organizations stuff , including conference attendees over sees , new joiners , and normal clients going for leisure
	+ Special cases : for example medical cases ( stretchers travelers , passengers with medical needs ) in Department of health and deportees and high rank officers in Dubai police headquarter
* Arabian Adventures / Emirates Holidays

 **Job Responsibilities**

Attend to telephone inquiries and provide assistance and information to tour operators, Emirates Outstations and our customers in a courteous and professional manner creating a positive impression of AA and the destination.

Liaise with airport and hotel representatives to assist customers with any request ensuring that they have a satisfactory experience, at the airport, the hotel and when experiencing an AA tour or safari.

Organise ground services (i.e. visas, hotel transfers etc) at the request of a diverse range of Customers (i.e. Emirates Outstations, Tour Operators, Sales Representatives, direct customers).

When requested services are unavailable offer alternatives in line with the customer’s request and budget.

Ensure that liability for services provided by contracted suppliers exists to enable their invoices to be processed accurately for payment.

Provide market and competitor information as well as customer feedback on products and services to the Reservations Officer, along with suggestions for improvement.

**Specific Reservations duties**

a) Process all reservation requests from our diverse range of customers (i.e. Tour Operators, Sales Representatives, Partner hotels concierge, direct customers, and walk in clients) within the stipulated time-frame.

b) Ensure all services booked are charged for as per the negotiated contracts and tariffs and invoiced and recorded accurately.

c) Handle the tasks of the supervisor on duty in case his/her absence

d) Receive clients complains and feedbacks , make sure to solve it or direct it to the concerned team

f) Conduct the training for the new joiners

g) Handle back office tasks which includes and limited to :

H) Handling Emirates Holidays Bookings which include Tickets, Hotel stays, and land arrangements in all destinations served by Emirates Airline

* handle other group departments booking requests (staff on training, Emirates Employees Rewards Winners, skywards bookings, new joiners brand induction).
* update all the payment received by Hotel reps and reservation center in the booking system.
* act as trainer for the New Joiners

**Customer Service & Sales Agent**

**Emirates Airline/ Global Contact Centre**

February 2010 until May 2011

**Job Responsibilities**

* Ensure the highest standard of customer service is provided to Emirates customers, provide them with details on Emirates tariff fares and actively issue online tickets and sell related products
* Issue Emirates tickets to customers ensuring that all necessary airline rules and regulations are incorporated and that the customer request is met in order to provide them with excellent service Highlight to customers the legal requirements covering their journey such as passport, visa & health requirements and other details such as check-in place and time.
* Actively enhance Emirates revenue earnings by providing options to customer on all products and services such as Skywards membership, Dubai stopovers, hotel bookings and upgraded fares
* Actively be involved in suggesting new ideas and providing recommendations on the improvement of the service provided
* Support the Customer Sales & Service Team Leader on the daily operation

**Front Desk Agent**

**Al Bustan Rotana Hotel - Dubai**

September 2007- February 2010

* In this five stars hotel and member of the leading hotels of the world I worked as the First and last contact with the guests , checking in/ out , handling complains , answer telephone or personnel inquiries, insure that all the guests have a good stay ,, acting as a cashier by organizing all the bills,, arrange different services for the guests ,, car booking/ tickets confirmation , tours ,, etc ,communicating with other departments ( housekeeping , maintenance ,, etc to improve the hotel

Service).

**Front Desk Agent**

**Kempinski Hotel Amman/ Jordan**

October 2006-September 2007

* In this five stars hotel I worked as the First and last contact with the guests , checking in/ out , handling complains , answer telephone or personnel inquiries ,, insure that all the guests have a good stay ,, acting as a cashier by organizing all the bills,, arrange different services for the guests ,, car booking/ tickets confirmation , tours ,, etc ,communicating with other departments (housekeeping , maintenance ,, etc to improve the hotel service)

EDUCATION:

 Diploma in **Hotel Management** - Al Andalus College – Amman/ Jordan

Training and qualifications:

* Destination Leadership: Supervisors training program By Rotana Hotels To Develop The Supervising qualification ( 10 sessions)
* Guest Recognition training course by Rotana Hotels
* Certificated First Aider by Rotana Hotels
* Fidelio and Opera hotels reservation system
* EZ Mars Emirates Airline Reservation system
* SABRE GDS
* AMADUS GDS
* Travel Box/ Delphi reservation system for Arabian Adventures
* Computer skills (Windows, MS-office and internet)
* Smart Sell training by Emirates Airlines
* Several Customer services and sales training sessions with Emirates &Rotana Hotels
* Special Assistance team member with Emirates Airline
* Nominated as part of pre-opening team for several properties in Rotana Hotels

REFERENCES AVAILBLE UPON REQUEST\*