

MAHMOUD MOSTAFA FATHY

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OBJECTIVE :Energetic professional with excellent communication and customer service skills, seeking a position of senior travel consultant.

SUMMARY: Profoundly knowledgeable, creative and proven Travel Consultant with over six years experience providing information, advice and booking services for people wishing to travel

PROFESSIONAL EXPERIENCE:

BIN OMEIR TRAVEL AND TOURISM

ABU DHABI– Senior Travel Consultant (JUL 2014–up to present)

- Assist the Operation manager on its day to day activities.
- Sells and communications well with clients to build good relationship
- Design & cost ticket itinerary .
- Handles reservations –tickets & ground handling requirements
- Attends the telephone calls and achieves the target set by company
- Offer clients different products available with the company and make sure that at least one new products is sold to the client every time he visits
- Follows up with the clients for any special requirements
- Ensures that time spent with the client is minimized
- Counsels the corporate clients on efficient routes , lowest available fares and providing optimum customer services excellent communication skills and good customer service skills
- Follow up reservations and bookings with the clients before travel and get the feedback after
- Book flights, tickets sales, travel insurance, car hire etc.
- Responsible for booking corporate travel reservations (air,car,hotel,etc) for large corporate account

REGENCY TRAVEL AND TOURS

QATAR – Senior Travel Consultant (AUG 2010 –JUL 2014)

- Deal with clients and customers on a daily basis.
- Book flights, tickets sales, travel insurance, car hire etc.
- Work as part of a team selling holidays.
- Responsible for providing detailed travel information to customers and deal with customer queries in relation to holiday packages.
- Responsible for booking corporate travel reservations (air, car, hotel, etc) for large corporate account.
- Promote the acceptance of fares, rates and suppliers that match the client's travel program policies and negotiate contracts.
- Responsible for coordinating travel, including handling on line fulfillment, ticketing, taking phone calls for changes and special requests.
- Ensure compliance with client's corporate travel policies

KARNAVAL TRAVEL AND TOURS GUIDE

SAUDI ARABIA - Senior Travel Consultant (2008-2010)

- Build relationship with client to ensure repeat business
- Sell all local packages/flights/accommodation/car hire/specials on offer
- Compile and calculate complicated domestic fares and upgrades
- Process visas correctly as per client request
- Fare Build
- Correctly issue VMPD's & all domestic air ticket types
- Organize and process travel insurance
- Manage and control own queues
- Arrange collection or delivery of travel documentation
- Compile, type and distribute client itineraries
- Collect payment from clients and forward to Accounts Dept
- Follow up on e-mail enquiries
- Prepare and process quotes enquiries
- Present quotes to clients personally or by telephone, fax or e-mail
- Process refunds as per back office requirements

KIMIDAR TOURS

EGYPT - Travel Consultant (2008)

- Preparing packages inside & outside Egypt for corporate accounts
- Handling travel issues for Schlumberger for petroleum services
- Making hotel reservation.
- Contracting with hotel.
- Follow up the financial issues related to reservations at hotels, transportation, ticketing.
- Revise hotels rates and ensure they are correct
- Arranging tours and historical sightseeing in Egypt.
- Dealing with tour guides and negotiating with them.
- Arranging Safari Trips
- Arranging Nile cruises at Luxor, Aswan and Abu Simple

EDUCATION

Bachelor College of Tourism and Hotels
Helwan University- Cairo , Egypt

2004 - 2008

TRAINING AND SEMINARS ATTENDED

Galileo Basic Reservation & Document Production Course -
Abu Dhabi

JUL 2014

Amadeus Basic Course
Egypt

OCT 2013

Amadeus Basic Course

REF: Nazih Consultancy Services & Training MR: Nazih Mohamed :General Manager

Amadeus Basic & Amadeus Advanced course
AMADEUS REF: REGENCY TRAINING CENTER QATAR

AUG 2010

HOTEL SALES SPECIALIST MARRIOTT
Marketing for Tourism and hotels in AUSTRIA Tourism and Hotels in AUSTRIA

SEP 2010

ABC OF CUSTOMER CARE
REF : REGENCY TRAINING CENTER QATAR

SEP 2010

SKILLS

- Handles and operates Computer Reservations System: Galileo, Amadeus
- Proficient in MS WORD, EXCEL, PowerPoint and Operates Microsoft Office Programs
- Strong coordination skills and knowledge of travel norms
- Ability to readily accept challenge and quickly absorb new information and procedures
- Can work under pressure and less supervision

LANGUAGE

Arabic & English

PERSONAL DATA

Age : Twenty Seven (27)
Gender : Male
Birth date : May 17, 1987
Citizenship : Egyptian
Religion : Muslim
Civil Status : Married

I hereby attest that the above information is true and correct to the best of my knowledge

Mahmoud Mostafa Abdalnasser

Applicant

