



Hoda Abou Hamdan

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PERSONAL SUMMARY

Seeking a challenging and responsible position that will allow me to utilize my abilities, education, and qualifications to their fullest potential so will be able to meet my objectives.

Willing to learn new skills that improve & adapt with new responsibilities.

Courteous, excellent organizational skills and highly efficient with a unique understanding of the travel industry and the people who work in it. Highly motivated, target driven and with exceptional multi-tasking skills.

EXPERIENCE:

TRAVEL AGENCY – ALPHA HOLIDAYS TOURS & TRAVEL- DUBAI (November 2008 - 31 January 2016)

❖ SENIOR TRAVEL CONSULTANT

Providing an efficient, courteous, and responsive travel booking service to holidaymakers. Creating tailor-made luxury holidays to suit clients and ensuring that all administrative terms and conditions of contracts are adhered.

Duties

- *Researching travel options & presenting the best deals in terms of requirements.*
- *Ensure all bookings & reservations are processed accurately.*
- *Preparing daily invoice reports & auditing all the sales reports*
- *Meeting sales targets as set out by the travel management.*
- *Handling groups, walk in clients & big corporate accounts.*
- *Looking after the counter once the supervisor is on vacation*
- *Up selling relevant add-ons, like, insurance & excursions.*
- *Negotiating corporate and best rates with hotels.*
- *Dealing with complicated customers itineraries.*
- *Dealing with complaints.*

- *Monitoring bookings throughout the working day.*
- *Monitoring competitor activity in order to maintain the most competitive rates.*
- *Ensured accuracy of compliance with accounting policies and procedures.*
- *Handling high numbers of incoming calls from direct customers and travel trade.*
- *Responding to all phone enquiries promptly, courteously and in a friendly manner.*
- *Filing, photocopying and general administrative duties. Building strong relationships with clients.*

❖ **ACHIEVEMENTS**

Handled over than 5000 passenger traveling to Beirut from all around the world within a week time.

TRAVEL AGENCY – HAMADEH TRAVEL - LEBANON (October 2007 – September 2008)

❖ **TRAVEL CONSULTANT**

In my role as a Travel Agent, I work as part of a team to ensure that our clients find the holiday or trip that they are looking for. My role is to make sure that I make this process very simple for them. My day to day responsibilities include:

Duties

- *Helping customers to find a suitable package holiday or to plan independent travel by looking at different options, places, times etc*
- *Checking the availability of the chosen holiday/travel by telephone or computer*
- *Making bookings using a computer system ensuring that the information is entered correctly*
- *Collecting deposits or full payment as necessary and filling in booking forms for customers*
- *Contacting customers when their tickets arrive, and collecting final payments, making sure they have everything they need for their travel.*
- *Informing customers of any changes such as cancelled flights, and arranging alternatives to ensure this does not spoil their holiday.*

❖ **PROFESSIONAL EXPERIENCE**

- *Strong travel coordination skills and travel industry knowledge*
- *Experience of marketing local and worldwide travel destinations*
- *Excellent telephone manner*
- *Online reservations*
- *Able to develop relationships with suppliers to obtain cost effective prices.*
- *Marketing Customer service*
- *Self assured*

❖ **COMPUTER SKILLS**

- *Microsoft Office (Word, Excel, PowerPoint)*
- *Galileo & Sabre system.*

❖ **LANGUAGES**

Fluent in English and Arabic

❖ **PERSONAL DETAILS**

Date of Birth: 26-10-1984
Nationality: Lebanese
Marital Status: Married
Gender: Female
Visa status: Husband visa

❖ **QUALIFICATIONS**

- *Beirut Arab University (B.A.U.), Beirut – Lebanon*
Faculty of commerce & business administration Banking, customs & finance
Graduated: 2006 / 2007
- *Ajial Elghad College, Simkanieh – Lebanon*
Full course of ticketing
Graduated: 2008

❖ **REFERENCES**

Available upon request

❖ **NOTES:**

- *Educational and Experience Certificates are attested*
- *Valid UAE Driving License.*