

**Rashad Zain**

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Date of Birth: 01 February, 1989

Nationality: Lebanese

Marital Status: Single

Location: Dubai UAE

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**PROFILE:**

I am a hard worker, ambitious, team player and I enjoy exceeding targets, I look for ways to do things better because I am motivated by being successful and achieving. I will be so proud if I can be a part of your company.

**OBEJECTIVE**

Seeking for an appropriate position in a high-growth company to enhance my experiences and capabilities

**EXPERIENCE**

Seven years of experience in Tours & Travel industry*.*

**ALPHA TOURS LLC – DUBAI**

Excursions – Coordinator

From:October 2007- May 2009

**ALPHA TOURS LLC – DUBAI**

Excursions – Supervisor

From:June 2009 - October 2011

**ALPHA TOURS LLC – DUBAI**

Excursions – Manager

From:November 2012 - May 2014

**Net Tours & Travel LLC – DUBAI**

Excursions & Operations Manager

From:June 2014 – till date

**JOB RESPONSIBILITIES:**

* *Handling a team of 20 members.*
* *Taking care of all the Excursions & operations around the UAE.*
* *Working with multiple clients: Expedia, MICE, virgin Holidays, Gold Medal, Thomas cook, Natalie Tours (Russian Market) & handled FIFA group for 02 years (2009-2010) in the UAE.*
* *Handled Operations for Newskin Group (Chinese group) April 2014.*
* *Handling all the ground operations for Boehringer Ingelheim* event on Grand Hyatt Hotel 2014.
* *Handling all the ground operations for Dar International Conference on April 2015.*
* *Maintaining reports on a daily basis.*
* *Providing back up to customers on their different Services*.
* *Preparing all necessary reports that assists the management to monitor the work progress.*
* *Assisting the customer queries & complaints*
* *Maintained good customer relations.*
* *Good connections with Supplier for Excursions & Operations.*
* *Contacting Supplier and negotiate for good rates and make agreements.*

**ACHIEVEMENTS:**

I have joined Alpha Tours as an Excursions Consultant soon later got promoted as a Excursion Supervisor. In 2012 I got promoted to Excursion Manager.

**SOFTWARE SKILLS**

* Res Manager (EXPERT)
* Juniper( Expert)
* Microsoft office ( Excel, Word, Outlook)
* Internet Surfing

**LANGUAGES**

* Eloquent in Arabic language (Mother tongue).
* Excellent in English language (Written/Spoken).

**REFERENCE**

* Available upon request