**Sherine Halaoui**

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**Education**

September 2015 **IATA certificate** (GALILEO system)

2013 – 2014 **C&E – College of hotel management and technical studies (Beirut)**

 Travel and Tourism

2011 – 2012 **American Language Centre Beirut**

 English level 101 –to level 401

2010 – 2011 **Ivorian Baccalaureate (Abidjan, Cote d’Ivoire)**

**Work experience**

Mar 2016 – present **Planet Discovery - Children’s science museum (Beirut Souks)**

 **Receptionist and Group leader**

* Leading groups of children around the museum and explaining the exhibitions to them. Organising group activities.
* In addition to this I have taken on additional duties as a receptionist, greeting clients when they come in.

Feb 2016 **JUMIA online retailer (Abidjan, Cote d’Ivoire)**

 **Sales assistant**

* Handling the administration of online sales.
* When orders came in I would get them from the stock room, package them for posting and update the order details online.

Dec 2015 - Feb 2016 **Coast Voyages travel agency (Abidjan, Cote d’Ivoire)**

 **Intern**

* Taking phone calls with clients and finding flights for them and booking them.
* I learn new systems and processes rapidly, and I learnt to use the system AMADEUS in this role.

Nov 2012 – Aug 2015: **Planet Discovery (Children’s science museum), Beirut Souks**

 **Group leader**

* Leading groups of children around the museum and explaining the exhibitions to them and organising group activities for them.

**Languages**

French (mother tongue), English (intermediate), Arabic (intermediate)

**Hobbies**

Swimming, cooking, travelling and writing

