|  |
| --- |
| Duaa Jamal  Lebanese, 06 Aug 1990  **+961 79 113 929**  dua580@gmail.com |

### **Looking for a challenging career in professional organization whereby I would be self-motivated and able to further expand and develop my experience and assist in achieving the company’s target and objective.**

### **Career Summary**

### Self-motivated and devoted management professional with six years of experience in Travel and Tourism sector.

### Extensive experienced career in the traveling field with organizational skills and professionalism.

### Expertise in all aspects of travel, tourism.

### Expertise in developing tour packages and plan travel.

### Provide complex travel consultation with a demonstrated knowledge of domestic / international travel.

### Tickets arrangements, Transportation arrangements, Hotel follow up and other requested modifications, Check In – Check out.

### Effectively communication with people of all ages and cultural origin. Fluent in English, French and native Arabic*.*

### **Key Skills**

### Excellent administrative and management skills.

### Excellent geographical knowledge.

### Experienced in working with travel/hotel reservation systems and transactions process.

### Strong customer service skills and proficient in office duties and internet.

* Experienced in working with **Galileo Reservation System** – Average, **Sabre Reservation System** – Expert, **Worldspan Reservation system** – Expert

### **Personality Traits**

### Excellent communication skills.

### Confident and ability to handle difficult situations & work under pressure.

### Friendly, pleasant, outgoing and helping personality.

### Follow high professional ethics.

### Ability to adapt myself in any environment.

**Work history**

## **Al Hassan Travel Agency – Tripoli - Lebanon**

## ***January 2010 till September 2011***

## ***January 2013 till October 2014 < Ticketing & Reservation >***

## Responded to customer travel requests received via all means of business contact (in person, phone, e-mail or fax) for reservations (air, hotel, rental car, charters or other modes of transportation) in an efficient, courteous and timely manner.

## Performed all functions relating to the booking, administrative and accounting tasks necessary to process electronic and other travel documents as it related to customer requests and industry requirements.

## Provided clients with a positive experience utilizing analytical and strategic skills.

## Prepare cost effective travel plans and provide excellent customer services.

## Responsible for marketing and selling the special packages and hotel related products.

## Arrange accommodations according to the customer specification.

## Ensure the ticket booking follow the correct date and format.

#### **Hilton Hotel - Jeddah - Saudi Arabia**

#### **January 2012 till June 2012 < Spa Receptionist >**

#### Responsible for opening and closing the spa as the standard operating procedures.

#### Acknowledge and greet who enters and leaves spa facilities.

#### Handle the tasks of providing services in a positive and friendly manner.

#### Perform responsibilities of checking-in guest as they arrive for their scheduled appointments.

#### Responsible for scheduling new appointments.

#### Answering all calls that come into the spa.

#### Handle the tasks of providing daily maintenance of the spa's lobby and reception area.

#### Responsible for processing transactions for all events, payment and membership fees.

## **Samad Tours - Tripoli – Lebanon**

***November 2014 till November 2015 < Ticketing Supervisor >***

#### Book international and local travel arrangements, all kinds of reissue &refunds.

#### Interface with customers to build solid work relationships.

#### Provide quotes for travel expenses.

#### Apply discount programs or IT fares where necessary.

#### Communicate appropriate information to clients regarding fares and itinerary.

#### Maintain client profiles for follow-up.

#### Collect and process payments.

#### Advise clients on travel arrangements.

#### Deal with complaints and refunds.

#### **Fattal Travel – Tripoli – Lebanon**

#### **January 2016 till Present < Assistant Manager – Hajj & Umrah Department >**

#### Organize Hajj Travel.

#### Organize Umrah Tour.

#### Offer special discounts and customized Hajj Travel Packages.

#### Knowledge Customer about their Requirements for Umrah & Hajj.

#### Sell tailor made packages to customers within the luxury pilgrimage travel market.

#### Make hotels booking & transfers in both Pilgrim Cities of Makah & Medina.

#### Liaise with the public through telephone & online enquiries.

#### Convert general enquiries into actual 5 star luxury bookings utilizing all the tools and technology available.

#### Ensure all communication both written and verbal is professional, accurate and conducted in a timely manner.

#### Support all commercial agreements which are in place between Lebanon & Saudi Arabia Tour Operation Office.

#### Accurately process data and issue invoices.

#### Issue airline tickets on GDS –Sabre & search for the best rates.

#### Apply for customer’s visas through the online channels. < Enjaz System >.

#### Support the management team to coach and develop other members of the team.

#### Complete financial transactions & keep up to date customer records for travel

#### Log and deal with customer complaints and reduce future issues, escalating where necessary.

**Academic qualifications:**

* **Bachelor's Degree in English Literature**

*Lebanese University, Lebanon* ***(Still Studying)***

* **Associate Degree in Travel & Tourism**

*American Universal College* ***2010***

* **IATA/*UFTAA Foundation Diploma***

*Global Traveling and Training Inst., Montreal, Canada* ***2010***

* **IATA /*UFTAA Consultant Diploma***

*Global Traveling and Training Inst., Montreal, Canada* ***2011***

* ***IATA/UFTAA Management Diploma***

*Global Traveling and Training Inst., Montreal, Canada* ***2013***

* ***Lebanese Baccalaureate (life science)***

*Bakhoun high school, Lebanon 2009*

**Additional Qualifications/Certifications Attended:**

* **English TOEFL certificate – AMIDEAST, 2007**

### **English certificate - UNESCO-BEIRUT, 2007**

### **Leadership certificate - American university of Beirut, 2007**

### **Sabre Reservation certificate – Sabre reservation system – Beirut, 2014**

### **Sabre Ticketing certificate – Sabre reservation system – Beirut, 2014**

* **Certificate of Achievement Food Assessment Project – Mercy USA for Aid & Development, Inc. – Beirut, 2015**

***AVAILABLE UPON REQUEST* ☺**