**PROFESSIONAL OBJECTIVE**

To secure a position, that will allow me to apply my skills and use my abilities and experience to build a successful career in the fast-growing Travel and Tourism industry.

**PROFESSIONAL PROFILE**

* A passion for the Travel and Tourism Industry.
* A desire to provide customer service excellence.
* Hard working, highly responsible and reliable.
* Ability to work both independently and in a team based environment.
* Adaptable to change and strive to learn continuously.
* Strong communication skills: Fluent in English and Arabic.

**EDUCATION**

Ontario Secondary School Diploma

 Brookfield High School, Ottawa, Ontario Graduation June 2013

School of Hospitality and Tourism, Travel and Tourism Ontario College Diploma

Algonquin College, Ottawa, Ontario Graduation April 2017

 Tourism and Travel Industry Council of Ontario (TICO) certification Dec 2016

**WORK HISTORY**

Banquet Hostess

St. Elias Banquet Centre

Ottawa, Ontario July 2011 to Aug 2015

Eye Clinic Sales Associate

John Optique

Zahle Lebanon December 2015 to July 2016

Travel Sales Associate

Ottawa MacDonald Cartier International Airport

Ottawa, Ontario Sept 2016 to Apr 2017

Administrative Travel Consultant

Sky Express Travel Jan 2015 to Aug 2015

Ottawa, Ontario Sept 2016 to May 2017

**SKILLS AND ABILITIES**

* Computer Skills: Microsoft Office, Word, Excel, Power Point.
* Strong interpersonal skills developed through interacting regularly with clients.
* Willingness to accept responsibilities in the work place.
* Excellent communication skills developed through academic presentations and reports and interaction with customers in various work positions.
* Ability to demonstrate exceptional customer service skills as well as efficient and accurate telecommunication skills to attract and maintain loyal clientele.
* Ability to adapt to different situations and environments in the work place and daily life.
* Debating and problem solving skills gained through participation in (MUN) Model United Nations, a student simulation of UN sessions, promoting creative thinking and critical analysis of world issues.
* Teamwork capabilities demonstrated through participation in social and volunteer committees as well as through diverse work experience.
* Event planning and preparation skills gained through event management courses and training, as well as co-op event placement.
* Experience in customized travel planning, itinerary preparation, and practical application of industry software skills acquired through in class and on site job placement.
* Good working knowledge of both Apollo and Sabre Travel Industry Application Systems, learned through hands on co-op placements and work experience.
* Familiar with World Tourism Geography, Eco Tourism and Travel Sales Marketing.
* Capable of following the continuously changing trends within the fast

paced tourism industry.

* Experience in issuing tickets and travel packages to various destinations.
* Capable of assisting clients by proposing destinations and attractions based on their travel interests and needs.
* Able to provide walk-in and call-in clients with appropriate travel and destination information, such as… tourist attractions, weather and climate conditions, foreign currency, travel insurance, car rentals, hotel and resort accommodation’s, as well as customized packages.

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**References upon Request**