

# CURRICULUM VITÆ

## PERSONAL INFORMATION: -




<b>Name</b>	Mohamed Samir Mohamed
<b>Nick Name</b>	Mohamed <b>SABRA</b>
<b>Date of Birth</b>	19 <sup>th</sup> Oct 1981
<b>Place of Birth</b>	AL ASHMOUNAIN – MALLAWI – EL MINIA
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## STUDY & QUALIFICATIONS:-

- ✚ **FACULTY TO TOURISM & HOTELS MANAGEMENT**
- ✚ Four years university degree
- ✚ Bachelor
- ✚ Minya University - Middle Egypt
- ✚ Tourist Guidance Department
- ✚ Very Good
- ✚ May 2002



***LANGUAGE:***

 <b>Arabic</b>	Mother tongue
 <b>English</b>	Very good
 <b>French</b>	Good




***WORK HISTORY*****1- PREVIOUS EXPERIENCE:-****1. Royal Rojana Resort ( Sharm El Sheikh ) :-**

-  **July 2002 till June 2003.**
-  Phone operator – receptionist – Reservation agent.

**2. Sharm Holiday resort ( Sharm El Sheikh ) :-**

-  **July 2003 till October 2003.**
-  Reservation Supervisor.





**3. Egyptian Tourist Authority ( Ministry of Tourism ) :-**

-  **October 2003 till May 2005**
-  As Tour Guide (ENGLISH/ FRENCH) with Official Groups and I was responsible about groups , conferences arrangements , typing and issue the new brochures
-  Dealing with the groups of official and civil associations, parts, organizations, unions, embassies, cultural centers & etc

**4. Sharm Voyage Egypt (Sharm El Sheikh ):-****Reservation agent**

-  **May 1<sup>st</sup> 2005 till April 30<sup>th</sup> 2006.**

**Assistant Reservation Manager**

-  **May 1<sup>st</sup> 2006 till October 31<sup>st</sup> 2007.**
-  Contact person with foreign tour operators.
-  Dealing with hotels for all arrangements related with my job.
-  I was inserting contracts on system and handling the rates for the tour operators which provide me with good knowledge about contracting,

- ✚ I have Good experience with Russian, Ukrainian, Turkish (**MTS**), Cypriot ( **TOP KINISIS**), East European Markets (Estonian (**TOP TOURS & CLICK TOURS**) and Romanian ), Serbian market (**PUTNIK TRAVEL & KONTIKI TRAVEL**), British market(**PTS; Personalized Travel Service**) and Scandinavian Market (Finish Market only- **TOP MATKAT**)
- ✚ Following promotions, kick back, advertising and Stop sales and feedback as necessary to relevant departments
- ✚ follow and establish hotels' pick up trends, occupancy, forecasting & materialization
- ✚ follow market research and analysis & Report on competitor activity

## **5. (PEGAS TOURISTIK) SOUTH SINIA - Sharm El Sheikh:-**

- ✚ **01<sup>st</sup> November 2007 Till 23<sup>rd</sup> September 2009**
- ✚ Reservation Department as a contact person between our tour operators and the hotels
- ✚ I have Good experience with Russian, Ukrainian, **Polish**, Turkish, and Georgian and Serbian Market
- ✚ Responsible about group requests, FAM trips Reservation and Programs

## **6. (PEGAS TOURISTIK) RED SEA - Hurghada:-**

- ✚ **24<sup>th</sup> September 2009 till 15<sup>th</sup> November 2015.**
- ✚ Responsible of reservation Department as a contact person between our tour operators and the hotels
- ✚ I have Good experience with Russian, Ukrainian, **Kazakhstani**, Georgian and Armenian Markets.
- ✚ Responsible about group requests, FAM trips Reservation and Programs

## **7. (PEGAS TOURISTK) United Arab Emirates :-**

- ✚ **18<sup>th</sup> November 2015 Till 30<sup>th</sup> April 2016**
- ✚ Reservation Department
- ✚ **01<sup>st</sup> May 2016 Till 20<sup>th</sup> December 2016.**
- ✚ Pricing department

## **2- CURRENT:-**

## **8. (PEGAS TOURISTIK) RED SEA - Hurghada:-**

- ✚ **18<sup>th</sup> November 2015 Till 30<sup>th</sup> April 2016**
- ✚ Reservation Department

### ***Additional Experience:-***

- ✚ Monitor the daily operations of reservations.
- ✚ Track allocation and reservations to different hotels and destinations.
- ✚ Track promotions, advertising and Stop sales and provide feedback as necessary to relevant departments.
- ✚ Track and establish hotels' pick up trends, occupancy history, our market segment sales, forecasting & materialization.
- ✚ Create and maintain allotments.
- ✚ Load and maintain contracts on reservation system.
- ✚ Track special requests like VIP treatment.
- ✚ Handling Guest Complaints.
- ✚ Prepare documentation for daily business.
- ✚ Track package rates on web site.
- ✚ Updating our head offices, agencies and retailers with information about hotels and destinations.
- ✚ Following all group reservations, FAM trips and Seminars.
- ✚ Conduct market research and analysis & Report on competitor activity.
- ✚ Monitor and evaluate economic, political and social issues/changes (current events that can affect our business).
- ✚ Consider and comment on economic, political, social activity and trends which are likely to influence business outcomes.
- ✚ Participate in preparation of strategic plans for destination.
- ✚ Consider and comment on economic, political, social activity and trends which are likely to influence business outcomes.

### ***Reservations System I used to deal with:***

- ✚ **SEJOUR** ( Reservations – Operation – Accounting)
- ✚ **SAMO** (it is online reservation system through it our agencies and retailers can insert reservation – and through it hotels can confirm through our web site with private user name and Password )
- ✚ **PEGASYUS**: (it is online reservation system for both tour-operators & Hotels).

### ***SKILLS & PERSONAL TRAITS:-***

#### Π **POSTIVE Traits:**

- ✚ I'm interested in computer I'm good at Microsoft Windows, word ,Excel, power point and Internet

- ✚ I'm interested in communication with people from different nationalities I'm really friendly, I do love people, I can speak to anyone and I'm good at solving the problems
- ✚ I'm a team player I like to work, co-operate and communicate with other people
- ✚ Hard-working under Stress
- ✚ I faced many confrontations in my previous jobs and I was able to solve and face all in a correct way & sometimes I asked support from my bosses who had enough experience to deal with such complicated and hard confrontations and they shared me with advice to face just confrontations
- ✚ Ambitious, active, helpful & willing to learn

Π **NEGATIVE Traits:**

- ✚ I'm a chain smoker

Hope that the previous information will meet your satisfaction  
& looking forward to share the success of your esteemed  
company

Thank You for precious time and checking the above mentioned  
info

*Mohamed Sabra*