Sara Saifeddine

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# Objective

Highly motivated and committed professional with over eight years’ experience in the travel industry. Admirable reputation of working competently in a team environment. Strong sense of urgency as well as flexibility to change and adapt whenever desired. Unbeatable ability to multi-task during peak seasons and anticipate client needs through refined listening skills. Well-versed in providing technical support and assisting clients using the Company’s travel reservation system. Knowledge of best practices within the travel industry and solid background in airlines reservation support. Pleasant, friendly and outgoing personality. Fluent in Arabic, English and fair in French, Italian.

# Education

## BACCALAUREATE | 2006-2007 | alalayli HIGH SCHOOL

* Major: Humanities

## business management | 2009-2012 | beirut arab university

* Major: Business Management 3rd year

# Skills & Abilities

* Quickly learned reservation computer systems to ensure accurate processing.
* Enjoy business marketing and networking events.
* Excellent verbal and nonverbal communication skills.
* POS systems.
* Conflict resolution expertise.
* Answers telephone inquiries to book reservations on multiple airlines.
* Excellent customer service and negotiation skills.
* Always maintains a professional demeanor.
* Exceptionally strong organizational skills.
* Not limited by any passenger.
* Well-versed in all of the airlines law.
* Friendly, flexible, easily adapts to challenges.
* Loyal, conscientious, and dependable; committed to excellence.
* Using Microsoft office: Access, Excel, PowerPoint, and Word.
* Willingness to continue my training and development.

# Experience

## first officer | middle east airlines | may 2008 - present

* Designated as a reservation sales agent to sell tickets to customers.
* Assisted customers who wanted to trade in their tickets for different flights.
* Helped determine the most efficient way to make flight connections.
* Dealing with enquiries over the phone and face to face, listening to customer’s needs and acting upon them.
* Keeping clients promptly informed of any changes and offering suitable alternatives when appropriate.
* Correct errors in ticket purchases and account information.
* Maintain calm and collected attitude in all situations.
* Processed reservations coordinated standbys and monitored cabin availability.
* Explained airline policies regarding purchases cancellations and transfers.
* Input accurate travel information for each ticket.
* Made changes to itineraries and seat locations on request.
* Resolve issues in a timely manner and escalate customers in need of further help.
* Train and monitor new agents on procedures and customer service protocols.
* Researching other rates and discounts within the travel industry to maintain competitive rates and deals.
* Maintaining the data of clients.
* Handling complaints and refunds.

**Interests**

Traveling, learning languages, sports, club memberships, volunteer work/community involvement.

**References available upon request.**