

Rayan almolla

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1. PERSONAL STATEMENT

Courteous, excellent organizational skills and highly efficient with a unique understanding of the travel industry and the people who work in it. An experienced travel agent who is able to make the best possible travel arrangements for a client's destination, mode of transport and travel dates. Highly motivated, target driven and with exceptional multi-tasking skills along with an ability to produce tailor-make itineraries for travel to short or long haul destinations. I have previous experience in corporate accounting and small business accounting.

1. Technical Skills

- Outlook
- Word
- Excel
- PowerPoint
- Access
- Financial Controller
- Client Manager
- Online ticketing system & online hotels system

1. EDUCATION

- Lebanese international university from 2009 till 2014

BSc business management

- Iben alroshod high school

Degree: brevet

Degree: bachelor (economic & sociology)

1. EMPLOYMENT

Financial accountant

1) Travel agency

Telco travel and tourism

01/2011>06/2015

Managing Billing and collections.

Handling accounting operations, including A/R, A/P, financial statements and analyzing reports for company's operations.

Preparing financial status reports.

Preparation of Day to Day Journal Entry.

Reconciliation of Bank statement & Cash.

Monitoring Debit and Credit Note of Domestic and International Ticket.

Reconciliation of LCC Ticket and GDS Ticket.

Reconciliation of BSP and Supplier.

Collection of outstanding payments & follow-up.

Assisted in the accounting department (filing, sorting, and data entry) vacation preparing observation attendances, knowing how to prepare employee files and how to fill papers, preparing pays lips, entering training requisitions and application cvs.

I provide an efficient, courteous, and responsive travel booking service to holidaymakers. Creating tailor-made luxury holidays to

suit clients and ensuring that all administrative terms and conditions of contracts are adhered.

***Duties:**

- Researching travel options & presenting the best deals in terms of requirements.
- Ensure all bookings & reservations are processed accurately.
- Responding to all phone enquiries promptly, courteously and in a friendly manner.
- Filing, photocopying and general administrative duties.
- Building strong relationships with clients.

Ability to achieve branch, team sales and profitability objectives.

- Up selling relevant add-ons, like, insurance.
- Monitoring bookings throughout the working day.
- Negotiating corporate and best rates with hotels.
- Advising on and organizing visas & passports.
- Booking rail, hotel, and domestic and international air travel.
- Monitoring competitor activity in order to maintain the most competitive rates. Ensuring travel brochures & promotional literature are displayed prominently.
- Handling high numbers of incoming calls from direct customers and travel trade.
- Offering holidays to a wide variety of long haul luxury destinations.
- Work with Sabre system - to book flights, run invoices, book hotels, etc.

_around the globe travel agency

7/2015>6/2016

Work at all kind of tours and hotel around the world with different suppliers

Issuing online hotel reservation.

Work at iati system to book flight.

_ hamadeh travel and tourism
12/2016.....

Ticketing:

Delivers the highest standard of customer service - Maintains a positive, cheerful approach to all customers.

- Plans itineraries, and arranges accommodations and other travel services.
- Converses with customer to determine destination, mode of transportation, travel dates, financial considerations, and accommodations required.
- Uses creativity and a variety of resources to overcome challenges, acquire information, and satisfy clients\ needs.
- Creates, often complex, itineraries to perfectly suit customer requirements.
- Establishes clients\ needs on first contact, qualify by leading client conversations with questions and treat each inquiry with patience and focus.
- Ensures that all reservations are processed in accordance with established policies.
- Liaising with repeat, new and recommended clients, servicing their needs at the highest standards.
- Work with word spam system to book flights
- Strategically book vendors that maximize profits (preferred suppliers).
- Group travel: books various types of groups according to established company policies and practices; create group opportunities and market to clients.
- Maintain current knowledge of promotions and specials and proactively advise clients of savings opportunities.

- Consistently maintain personal sales and revenue targets as established on an individual basis.
- Continued education: trainings, meeting with vendors, FAM trips that coincide with the company's vision.
- Work at online systems (air Arabia) issuing online tickets & online systems (world net, worldwide, barakat online system) issuing online hotels reservation for any destination.
- Work at online insurance system
- felling visa application.
- sell the possible flight to get the year's target.

PERSONAL INTERESTS

| Reading | Golf | Table Tennis

REFERENCES

References are available on request.