



Kamel Al Jurdi

Mobile Number: 00971 55 1527675

Email: maxkamel@hotmail.com

Date of Birth: 1, Aug 1980

Marital Status: Married

Nationality: Syrian

Visa status: Employment Visa

Objective:

To seek a challenging and rewarding career with a reputed company, make positive contribution and support organizational growth and professional benefits.

Synopsis:

Adequate and competent professional with 10 years of extensive experience in Sales, Customer Services, Events management in Travel & tourism industry.

I am dynamic, pro-active and high performer. Love chasing numbers and have delivered under pressure.

Core Competencies:

- Consultative Sales Approach
- Developed a comprehensive understanding of all Sales operations
- New Market Penetration
- Strategic, tactical Planning & Scheduling Ability
- Customer Service Management
- Staff Supervision /Performance Appraisals.
- Corporate Identity Management
- Team Building / Leadership Self Development

Professional experience

Organization: Al Bahja Tours .Dubai. UAE.

Designation: Business Development Manager

Period: Sep 2016 – Till today

Job Profile

- Prepare and Implement strategy covering financial model and business model.
- Set up Operating Procedures and Processes.
- Process standardization.
- Training of the staff to encounter special cases with a deadline.
- Coordinate with suppliers for negotiations of the product.
- Generation of profit and numbers for the new business.
- Quality control of the online system.
- Interacting with clients to ensure customer satisfaction and building relationships.
- Increasing the number of FIT, corporate accounts and travel agencies.

Organization: Valencia Tours .Dubai. UAE.

Designation: Sales Manager

Period: Nov 2012 – Till May 2016

Job Profile

- Identifies business opportunities by identifying prospects and evaluating their position
- Sells tourism services (hotel accommodations, transfer, excursions, events and airline tickets), and would recommend new solutions to the clients that meets their needs to explore UAE more.
- Maintain relationships with clients by providing support, correct information and guidance.
- Preparing Monthly & quarterly reports by collecting, analysing and summarizing information.
- Maintain quality service by establishing and enforcing our products with high quality of service.
- Create new accounts all around (GCC, ME and North African markets).
- Develop the products and the channels to make our service well known and trusted.
- Monitoring the business market chart to adjust the selling rate and promotions as per seasonality.
- Chasing the selling target on monthly basis.

Organization: Arab Link Tourism .Dubai. UAE.

Designation: Guest Relations Officer

Period: August 2011 till October 2012

Job Profile

- Promoting the company products to our partners all over GCC countries and Middle East.
- Receiving calls from our direct and cash customer taking care of their requests and inquiries.
- Prepare for hotel reservation deals (confirm the hotel booking, generate hotel voucher and send it to the client).
- Follow up the confirmation numbers with the hotels in case of any early check in our early departures.
- Arranging the booking for Desert Safari and Dhow cruises and other adventure excursions.
- Doing the hotel reservation in U.A.E and all around the world.
- Arrange for out-sales appointments with local corporate looking for new market for our products.

Education and Professional Trainings.

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- B.A in English Literature, Homs University, Syria 2006
 - Skills For Excellence of Front Line Staff- AWAN Training Centre April 2012
 - Computer Typing Certificate- Mavis Beacon Typing Institution. July 2006
 - I.C.D.L. – Al Khateeb Institution for computer skills. June 2005
 - TOEFL – Lingua Private Institution. July 1998
 - High School / Literary Degree - Ministry of Education . June 1997

Other Skills:

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- * Tally (Financial management program)
 - * Hotel booking Online Engines (Sejour, WBE and Illusions).
 - * Rent a Car operating system (Fastcar).
 - * Using outbound booking system and web site (DOTW, Lots of Hotels, TRAVCO Holidays and Hotel beds).
 - * Good in Computerized Accounting by using Excel and MS programs
 - * Software: Microsoft Office (All Versions)

Languages:

Arabic Native
English Full professional proficiency
References
