**Personal Information:** **Date of birth:** 6th of April 1992

**Nationality:** Lebanese

**Address:** Beirut- Lebanon

**Objective:** Seeking for opportunity to have new experiences in the business market where I will apply my knowledge, interpersonal skills and develop other abilities.

**Work Experience:**

* **Kojok Travel:** Working as travel Consultant ( September 2015 till present)

Ticketing and reservation (Issue, reissue, refund, EMD…etc.). Booking Hotels and transfer. Making package tours. Filling application visa and apply visa for several countries. Doing Travel insurance

* **Tala Tours:** Working as Ticketing Consultant ( February 2014 till May 2015)

Ticketing and reservations, Filling application visa and applying for visa. Doing travel insurance.

* **Ministry of Tourism:** Internship at Tourism Inspection Department ( June 2013 till August 2013)
* **Nakhal & CO:** Internship at Package Delivery Department ( June 2012 till September 2012)
* **El-Ajouz Travel:** Internship at Al-ajouz Travel ( June 2011 till September 2011)

**Education:**

* **Amadeus Training Sessions:** Training in ticketing, EMD, refund, and reissue ( December 2017)
* **Lebanese University:** Master’s Degree in Tourism Management ( October 2015)
* **International Air Transport Association:** IATA Diploma with Distinction ( December 2013)
* **Lebanese University:** BA in Tourism Management ( 2009-2013)
* **Makassed School:** Lebanese BAC II\_ Economic and Sociology 2009

**Skills:**

* Skills in using CSR: Galileo System
* Expertise in Using MS office: Word, power point
* Expertise in using the web tools in order to gain information.
* Interpersonal skills: customer service

**Languages:** Arabic: Native English

**Reference:** Upon request