

Samer Thabet



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Nationality: Syrian **Date of birth:** 8/3/1991
Gender: male **Driving license:** Available.
Marital status: Married

Note : I have residence visa in Lebanon

Objective:

Improve my career and hone my skills further as a travel agent by becoming a part of one of the top and most diverse travel agencies in the country; to provide excellent service to my clients so they can enjoy their vacation with the least possible hassle and worry.

Educational Background:

2009-2010–High School Certificate
I'm still study

Professional Experience:

May 2016 –Sep 2017 Bin Ham Travel L.L.C as Holidays Supervisor (last job in UAE)

Job details:

- Promoting and selling holidays and travel related products.
- sourcing products and destinations to meet consumer demands for bespoke travel and sustainable tourism
- taking part in familiarization visits to new destinations to gather information on issues and amenities of interest to consumers
- liaising with travel partners, including airlines and hotels, to manage bookings and schedules, often one year in advance
- dealing with customer enquiries and aiming to meet their expectations;
- liaising with coach operators, airlines, hoteliers and resort reps
- Marketing holidays to clients and travel agents, websites, brochures
- handling bookings, invoicing and issuing of tickets
- Help customer perfectly plan and organize their family vacations online, over the telephone or by email.
- Issue flight tickets, hotel reservations, airport transfers, tours and other travel service.
- Keep up to date with travel trends, restrictions rules and regulations in the region.
- Experience working with Amadeus /Galileo GDS.
- An in-depth understanding of travel industry policies including faring, refunds, reissues and itinerary changes

Feb 2015 – Safe Travel & Services L.L.C as ticketing and reservation consultants.

Job details:

- Handle and oversee all travel arrangements (air, lodgings etc.) and operations
- Manage relationships with travel agencies and vendors
- Provide advice on travel documents, insurance, import/export regulations etc.
- Ensure compliance in all aspects of travel procedures
- Drive continuous improvement of travel programs
- Planning and selling transportations, accommodations, insurance and other travel services
- Cooperating with clients to determine their needs and advising them appropriate destination, modes of transportations, travel dates, costs and accommodations
- Providing relevant information, brochures and publications (guides, local customs, maps, regulations, events etc.) to travelers
- Determining clients' needs and suggesting suitable travel packages
- Organizing travels from beginning to end, including tickets, accommodation and transportation
- Supplying travelers with pertinent information and useful travel/holiday materials

Jan 2013 – Nirvana Travel & Tourism L.L.C as Ticketing consultants.

Job details:

- Liaising with clients in person, over the phone or via email to discuss their travel requirements.
- Advising clients on suitable options for domestic or international destinations, tours, accommodation, transport, insurance and fares.
- Preparing customized itineraries to suit the clients' preferences and budget.
- Making and confirming bookings, often via a Global Distribution System (computerized central reservation system).
- Issuing tickets or relevant documents.
- Providing up to date advice on travel regulations including visa and medical requirements, baggage limits, safety and local customs.
- Modifying existing bookings to suit a change in clients' circumstances.
- Researching destinations and keeping up to date with travel industry news.
- Ongoing training with other team members and management.
- Dealing with VIP guests and big companies like Amork in Dubai and i handle a sensitive accounts like some cases for ADEC and Mubadala. etc.
- Got a very good relationship with my guest's special out of work time.
- Handling guests by phone.
- Handling beg events which organization by company like (swimming world Championships in Dubai 2013).
- Handling groups for ADEC, al Wahda sports club, in ticketing.
- Dealing with airlines to get best offers e for groups.
- Experience in Amadeus and Galileo ticketing programs.

May 2009-2012 working in Alandalus Travel and Tourism as ticketing consultants.

Job details:

- Using a booking system (Amadeus,Galileo)
- Collecting and processing payments
- Advising clients on travel arrangements, e.g. visas and passports
- Sending out tickets to clients

- Keeping clients up to date with any changes
- Dealing with complaints or refunds
- Handling guests by phone.
- Organized tours, to “Archaeological sites in Syria “
- Ticketing consultants.
- Besides the work I study administration of tourist offices for a period for 8 months

May. 2007- APR 2009 –Nazreen center Syria /IT Manager

Job details:

- Manage information technology and computer systems
- Plan, organize, control and evaluate IT and electronic data operations
- Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance
- Design, develop, implement and coordinate systems, policies and procedures
- Ensure security of data, network access and backup systems
- Act in alignment with user needs and system functionality to contribute to organizational policy
- Identify problematic areas and implement strategic solutions in time
- Audit systems and assess their outcomes
- Preserve assets, information security and control structures
- Handle annual budget and ensure cost effectiveness
- Write well designed, testable, efficient code by using best software development practices
- Create website layout/user interface by using standard HTML/CSS practices
- Integrate data from various back-end services and databases
- Gather and refine specifications and requirements based on technical needs
- Create and maintain software documentation
- Be responsible for maintaining, expanding, and scaling our site
- Stay plugged into emerging technologies/industry trends and apply them into operations and activities
- Cooperate with web designers to match visual design intent

Languages

Arabic– Mother tongue.

English – Fluent.

Extra work

- *Writing series, movies, songs, children short stories.
- *Arabic series dubbing.
- *Broadcaster in Radio (Guest).
- *Organizing official events at Dubai Media.

Computer skills:

- Hardware
- Operating Systems
- Maintenance
- Word Processing
- Formatting
- Graphics
- Multimedia
- Experienced graphic artist well versed with Adobe Photoshop

- Proficient with MS Word, Excel, and PowerPoint
- Bilingual – Fluent in English and Arabic
- Video Editing
- -Windows, Office (Word- PowerPoint- excel- Access), Internet, HTML-Able to -- learn any program in a short time.

Qualifications of Summary:

- Over 7years of in-depth experience in Travel industry.
- Over 4 years of in-depth experience in Media industry.
- Over 5 years of in-depth experience in Performing artsindustry.
- Over 2 years of in-depth experience in dubbing industry.
- Established good working relationships with customers/clients.
- Developed new quality standards for better quality performance and reliability.
- Improved support service level
- Ability to organize, prioritize and work under extreme work pressure, heavy work load and deadlines.
- Strong personal communications skills
- A leader in managing cross company teams efforts through effective and motivating mentoring strategies.
- Developed the product troubleshooting procedure for the company with strong attention to detail.

Working successfully in a multi-cultural environment.

My target at work is to apply speed and accuracy.

Hobbies

Theater actor, Cinema actor, Singer, playing chess, listening to music from all over the world, Reading, travelling and exploring different cultures, Reading history books

Reference:

Mr. Alaa AL Ali, General Manager, Nirvana Travel. Contact: 02-6277997.

Mr. Rizwan Mehdi, Sales Manager, Nirvana Travel. 0563011355

Mr. Subhi Hussein General Manager, Safe Travel. 0501113404

Mr Nabil Al Saig General Manager, Bin Ham Travel 0506156075

Mr Louis Fernandes Director Holidays and Marketing Bin Ham Travel 050-5214233