

Nora M. Abd el Hafeez el Zaydy

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Objective

Looking for a challenging career opportunity in the field of Tourism or Airlines in an international company to improve my knowledge, skills and utilize my previous work experience, academic background and interpersonal skills.

Education

Bachelor's degree, Faculty of Tourism and Hotels
Tourism Studies Department –Helwan University
Graduated year: 2011(Grade: Good)

Brief about My work experience] +5 Years' Experience.

Feb.17- Now	Agaza click as a Senior Ticketing Agent .
June 16 – Feb. 17	Star card as a Ticketing Supervisor.
June 14 – Dec. 15	Flyin.com as a travel consulting.
Aug. 13 – Jan. 14	Modern Lotus Tours as a ticketing agent.
June 12 – Aug.12	Western Airlines as a call center .
Dec. 11– March 12	MSC , Medical Studies & Research center , Marketer and Organizer department.

Experience

1. Senior Ticketing Agent at Agaza click.
 - Using our online system to check and confirmed Flight.
 - Issue , reissue and refund tickets on both amadeus and sabre system .
 - Handle customer inquiries both telephonically and by email.
 - Handle companies accounts inquiries for individual or groups flights .
2. Ticketing Supervisor at Star card.
 - Issue , reissue and refund tickets on amadeus system .
 - Handle customer inquiries both telephonically and by email.
3. Travel consulting at Flyin.com.
 - Using our online system to check and confirmed Hotels and Flight.
 - Outgoing tours (Malaysia; Indonesia; Thailand; Europe; etc.)
 - Making arrangements for clients travel programs.
 - Handle customer inquiries both telephonically and by email.
 - Issue , reissue and refund tickets on amadeus system .
4. Ticketing agent Modern Lotus Tours.
 - Issue ticket.
 - Provide customers with flight and hotels information.
5. Call center at Western Airlines.
 - Flight reservation .
 - Make reservations for Hotels & Resorts.
 - Handle customer inquiries both telephonically and by email.
6. MSC, Medical Studies & Research center , Marketer and Organizer department
 - Organizing medical courses .
 - Resposibale for social media marketing .

Training

Dec. 13 – Jan 14	MISR STAR TOURS at airline department.
Feb. 11 – March 11	EGYPT AIR at reservation office, Zamalek Branch.
Sep.10 – Oct. 10	MISR TRAVEL Agency at the Aviation department.
July 09 – Aug. 09	TIVOLI Travel Agency at the Aviation department.

Courses:

JUL 17	Sabre basic & advanced course.
Mar 17	Galileo basic & advanced course at travel port Egypt office.
Dec 14	Amadeus advanced Course at Amadeus Egypt center.
Dec 13	Amadeus basic Course at Screen Training Center.
March 13	German course at "Ägyptisch-Deutsches Kulturzentrum "(finish level 6 from 12 levels).
Oct. 12	Human Resources Training Package.
Oct. 11	Effective Project management at CEDO, Faculty of Engineering, Cairo university.
March 10	English course with" SYE Spread Your English, conversation course.
Jan. 10	Time Management & Self Confidence course in Faculty of Tourism and Hotels.
Jan. 09	English Course, in AUC in cooperation with Al- Bahr Al Azam library (conversation).

Scholarships:

Jan. 12 – Aug.12	Young entrepreneurs (The Company), INJAZ Egypt competition, Marketing Employee (kaizen company).
Oct. 11 – Nov. 11	ICDL
July 10	DTMS (Development of Thinking and Managerial skills) Behavioral Approach, Pathways.
Jan. 10	DTMS (Development of Thinking and Managerial skills) Managerial Approach, Pathways.
March 09 – July 09	English course with Berlitz languages Institute.

Extracurricular Activities:

March 10	Founder & Head organizing of TSD (Tourism's Student Development) the first student activity in Faculty of Tourism and Hotels
April 10 till now	Member in Resale - One of the most famous charities in Egypt, at Blind care section & Convoys internal.
March 10	Member in Maaan Team for human development Informed students and fresh graduates about Maaan Team activities and scholarships
March 10 -May 10	Delegate in Our Vision 10 - Faculty of commerce, Cairo University Attended Marketing sessions. Contribute in Conference project (Marketing Plan for Adv. Company)
Feb. 11 – April 11	Member in AWTAD - the Association for Women's Total - Advancement & Development, as a Volunteer, Fundraising committee

Special Skills

Personal Skills:

- Good communication skills.
- Positive fast learner.
- Able to work in a team and cooperate with the team members.
- Proactive, Punctual, Organized, Creative and Cooperative.

Computer Skills:

- Able to use Microsoft Excel, Word, PowerPoint
- Advanced Search on the Internet

Language Skills:

- Arabic: Mother tongue
- English: Very Good in written and spoken
- Deutsch: Fair

Interests

Reading about Marketing, soft skills, thinking skills and novels

Writing short stories and Article

Personal Data

Date of birth: 28th April, 1991

Place of birth: Taiz - Yemen

Nationality: Egyptian

References Furnished Upon Request