**cassandra.saffo@gmail.com**

**Mobile: +961 70 42 98 53**

**Born: 02 October 1997**

**Nationality: Lebanese**

**Cassandra Karim Saffo**

**Objective**

I am seeking to succeed in a stimulating and challenging environment, building the success of the company while I experience advancement opportunities.

**Professional Experience**

* **Travel Consultant: CrossWays Travel**

**10 February 2018 – Present**

* Research various destinations and means of travel regarding prices, customs, weather conditions, reviews etc.
* Diagnose the clients’ specifications and wishes and suggest suitable travel packages or services
* Organize travels from beginning to end, through booking tickets and accommodation, securing rental transportation etc.
* Supply travelers with pertinent information and useful travel/holiday material (guides, maps, event programs etc)
* Collect deposits and balances
* Use promotional techniques and prepare promotional materials to sell itinerary tour packages
* Handle unforeseen problems and complaints and determine eligibility for money returns
* Attend conferences to maintain familiarity with tourism trends
* Create and update electronic records of clients
* **Promoter: Agency Pulsar**

**17 November 2014 – 01 August 2016**

* Demonstrate and provide information on promoted products/services
* Create a positive image and lead consumers to use it
* Use lectures, films, charts, and/or slide shows
* Distribute product samples, brochures, flyers etc. to source new sales opportunities
* Identify interest and understand customer needs and requirements
* Set up booths or promotional stands and stock products
* Report on demonstration related information (interest level, questions asked, number of samples/flyers distributed etc)
* **Call Center: Beirut Circle**

**01 February 2014 – 30 September 2014**

* Manage large amounts of inbound and outbound calls in a timely manner
* Follow communication “scripts” when handling different topics
* Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives
* Seize opportunities to upsell products when they arise
* Build sustainable relationships and engage customers by taking the extra mile
* Keep records of all conversations in our call center database in a comprehensible way
* Frequently attend educational seminars to improve knowledge and performance level
* Meet personal/team qualitative and quantitative targets

**Education**

* **2017 - 2018: Ticketing and Tourism ‘CST’ - Centre International Des Sciences Techniques**
* **2014 - 2016: Tourism & Commercial Dekweneh Technical School ‘BT1, BT2’.**
* **2015: College des frères Dekweneh ‘Brevet’.**

**Certificate**

* Certificate of Attendance for Attending Saber Basic Functionality.

**Key Skills**

* + - Hard working and Independent.
		- Ability to work with minimum supervision.
		- Flexibility.
		- Cultural sensitivity.
		- High enthusiasm and motivation.
		- Knowledge of social diversity issues
		- Strong influencing and negotiating skills.
		- Ability to deal with sensitive issues confidentially.
		- Ability to organize manage time effectively.
		- **IT** (Microsoft (Excel, Word, Outlook).
		- **Galileo** (Global Distribution System)
		- **Saber** (Global Distribution System)

**Language**

* English (Fluent), French, Arabic (Native)