

Bassma Alwan

Beirut, Lebanon

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Looking for a career, to explore all my skills and capabilities.

I am Innovative, persistent and challenge seeker. I have Excellent interpersonal, communication, skills with the ability to build trust and rapport. Resourceful decision-maker with organizational skills. Ability thrives under pressure in a fast-paced environment.

Nationality: Lebanese

Date of Birth: 20, July, 1991

Gender: Female

Marital Status: Single

EDUCATION:

March 2016: **Art, Science & Technology University in Lebanon**, Beirut – Lebanon

Major: Master in Business Administration

August 2014: **Art, Science & Technology University in Lebanon**, Beirut - Lebanon

Major: BA in Travel and Tourism Management

July 2011: **HBC-CIS**, Beirut- Lebanon

Hotel Management -BT3.

July 2008: **Al Makassed High School**, Beirut- Lebanon

Breuvet.

WORK EXPERIENCE:

Sun Holiday Tours, Beirut – Lebanon

September 2016 – till Present *Tourism Consultant (for inbound and outbound)*

Providing an efficient, courteous, and responsive travel booking service to holiday makers.

Creating tailor - made luxury holidays to suit clients and ensuring that all administrative terms and conditions of contracts are adhered.

- Researching travel options & presenting the best deals in terms of requirements.
- Ensure all bookings & reservations are processed accurately.
- Responding to all phone enquiries promptly, courteously and in a friendly manner.
- Filing, photocopying and general administrative duties.
- Building strong relationships with clients.
- Ability to achieve branch, team sales and profitability objectives.
- Upselling relevant add-ons, like, insurance, excursions, currency etc.
- Monitoring bookings throughout the working day.
- Negotiating corporate and best rates with hotels.
- Advising on and organizing visas & passports.
- Booking rail, hotel, insurance, transfers, tours and domestic and international air travel.
- Monitoring competitor activity in order to maintain the most competitive rates.

- Ensuring travel brochures & promotional literature are displayed prominently.
- Complying with all relevant laws and travel business legislation.
- Handling high numbers of incoming calls from direct customers and travel trade.
- Offering holidays to a wide variety of long haul luxury destinations, including the Indian Ocean, Arabian Gulf, Egypt & Africa and Far East.

Sun Holiday Tours, Beirut – Lebanon

December 2015 – Corporate Consultant

- Communicate with corporate representative in order to plan for business or vacation trips
- Plan & book tickets for corporate customers
- Coordinate with the tourism department about package to offer for the corporate customers
- Responsible of the corporate accounts: banks, companies and others

World Travel System, Beirut – Lebanon

October 2014 till end of 2015- Travel Consultant:

- Advising passengers in available destination and working on procuring best offers
- Research and information about best travel options and dealing with various suppliers
- Organize travels from beginning to end, through booking tickets and accommodation, securing rental transportation.
- Use promotional techniques and prepare promotional materials to sell itinerary tour packages

Bayview Hotel, Beirut – Lebanon

September 2014- Reservations and sales Manager:

- Processes reservations by mail, telephone, the sales office, other hotel departments, and travel agents.
- Explore the type of rooms available as well as their location and layout.
- Check the selling status, rates, and benefits of all packages plans.
- Making arrangements for clients travel programs.
- Processing: Room allotments in all GDS channels, IDS channels and on the hotel website.
- Uploading rates on the hotels property management system.

Bayview Hotel, Beirut – Lebanon

July 2012 - Receptionist:

- Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries
- Guess services
- Managing a booking system
- Handling cash

Casa d'or Hotel, Beirut – Lebanon

January 2012- March 2012 – Training as a Receptionist

Bayview Hotel, Beirut – Lebanon

May 2010 – August 2010 – Operator during summer season

SKILLS & LANGUAGES

Strong travel coordination skills.

Experience of marketing local and worldwide travel destinations.

Able to develop relationships with suppliers to obtain cost effective prices.

Microsoft Office (Word, Excel, and PowerPoint) Fidelio, Opera, World span and all search engines.

Languages: Arabic, French, English and Italian

Hobbies: Traveling, swimming.