**Z**eina **T**urk

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*Summary*:

Highly organized and detail-orientated with enough experience supplying thorough, organized administrative support to 2 senior executives. Organized, versed in coordinating management meetings, high-level conference calls, special events and travel arrangements for top executives. Receptionist who continually maintains a positive attitude while interacting with demanding clients. Serves as the primary point of contact for both in-house and external phone and website queries.

*Skills*:

* Persuasive negotiator
* Sales proposal creation
* Strong interpersonal skills
* Professional phone etiquette
* Excellent communication skills
* Articulate and well-spoken
* Accurate and detailed
* Excellent planner and coordinator
* Works well under pressure
* Qualified in ten key typing
* Appointment setting
* Multi-line phone proficiency
* Travel administration
* Administrative support specialist

*Work history:*

**Rate analyst,** 1,2012 to 1,2013

**Track Asia Pacific** - Dubai

* Negotiated prices, terms of sales and service agreements.
* Contacted new and existing customers to discuss how their needs could be met through specific products and services.
* Completed daily outbound calls, up to 4 hours per day.
* Oversaw daily office operations for 8 employees.
* Composed and drafted all outgoing correspondence and reports for managers.
* Oversaw inventory and office supply purchases.
* Answered and quickly redirected up to 5 calls in very minimal time.
* Ordered and distributed office supplies while adhering to a fixed office budget.
* Coordinated domestic and international travel arrangements, including booking flights, hotels and transport.
* Built relationships with customers and the community to promote long-term business growth.
* Contacted patients regarding unpaid and underpaid accounts to resolve any issues.
* Managed executive calendar and coordinated weekly project team meetings.

*Education:*

International Air Transport Association – Travel and tourism

**Rawda high school –** Lebanon