



# SHAKER ABU ISSA

TOURISM SUPERVISOR - NIRVANA TRAVEL AND TOURISM

## PERSONAL DATA

- Date of birth: 1st May 1980
- Marital Status: Married
- Nationality: Jordan

## CONTACT

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## PROFILE

- Energetic motivated Tourism Manager, Initiative-taking and committed professional with over 14 years' experience in Travel industry managing tour events and all aspects of travel and tours industry... having my own ideas with enhancing plan.

## OBJECTIVES

- To find an enthusiastic career with anyone who is looking for a professional manager with clear goals and vision to develop the travel and tourism industry and to keep abreast of modern technologies of the era.

## LAST ACHIVEMENTS WITH NIRVANA UAE

- WGS 2019, 2018, 2017 - Dubai: Main hotel arrangements coordinator for one of the biggest events by UAE Prime Minister Office; *World Government Summit* - Dubai specially for VVIP's , International Delegates, and local entities.
- *IDEX 2019*, 2017 – Abu Dhabi: Event Logistics Coordinator for hotels and transportations for the Top VIP International Guests.
- *Special Olympics 2019* – Abu Dhabi: Organizer, hotels inspector, contractor and booker, logistic coordinator.
- *AFC 2019* – UAE: Organizer, hotel reservations team leader, logistics coordinator.
- *FIFA 2018, 2017* – Abu Dhabi: Event arrangements for all bookings, transportations and logistic facilities for clubs during FIFA Club World Cup.
- *Homat Alwatan Card UAE 2017, 2018, 2019, 2020*: Nirvana Tourism part contract creator, operations and following up with card's members.
- Other Events shows and regularly Exhibitions such as Air show Dubai, Formula One Abu Dhabi, Book Fair Abu Dhabi, Government's entities official annual and on request meetings and events.
- Top retail seller in the company for 2018 and best profit achiever 2019 in the best branded travel agency in UAE.

## WORK EXPERIENCE – “LAST 10 YEARS”

### LANGUAGES

- Arabic: Native
- English: Professional
- French: Basic

### QUALIFICATIONS, COURSES

- Bachelor's in computer sciences 2003 from Yarmouk University Jordan
- Fundamentals of Selling Cruise Trips Course from Faculty of Hospitality Management of Sagesse University “2011”.
- Member of World Health Tourism Congress and Participate in “WHTC 2011 – Durban, South Africa” and “WHTC 2015 – Dubai, UAE”.
- Attended Emirates Holidays World Brochure Launch (2009-2010) and (2011-2012) and ATM Dubai for five times.
- On Cabin Cruises Selling Course Costa Cruises – Savona Mediterranean 2013
- Advanced Customer Services for professional sales course 2015 from Amadeus Gulf Centre United Arab Emirates.
- Computer Skills “MS Office, Software and Hardware Maintenance, HTML and SQL web pages programming and C++ Object Oriented Programming”.
- In progress studying:
  - ILETS
  - IATA Managing Travel Business.

### NIRVANA TRAVEL GROUP – UAE - TOURISM SUPERVISOR

#### Armed Forces Officers Club Branch Operations Supervisor

APR 2015 – Present

- Use operations management skills, such as establishing work plans and objectives
- Use financial management skills, such as overseeing budget
- Manage human resources, such as hiring and training staff
- Use sales and marketing skills, such as determining potential markets
- Co-ordinate merchandising functions through retail buyers
- Research new products and destinations management information provider for inbound and outbound
- Planning for future projects and targeted corporates accounts.
- Meeting with key persons for accounts we are dealing with and keep contacting with new corporates accounts.
- Manage budgets and maintain statistical and financial records.
- Watching the market and observing the online expected new destinations to keep up to date for any new suitable destinations or keep following for new airlines connection points to be targetable destinations for us from the beginning.
- Making outgoing holidays seasonality packages and Brochures 2015-2020 for more than 70 different destination with all detail's itineraries and pricing “Arabic and English versions”, also for Medical Tourism and Haj and Umra packages. more information, please see this link: [http://www.ntravel.ae/special\\_packages.php](http://www.ntravel.ae/special_packages.php)

## SKILLS

- IT literate and fully updated with the latest technology and booking systems
- Excellent verbal and nonverbal communication skills
- Proven expertise at networking and negotiating
- Ability to quickly assess the customer's need
- Possess strong organizational skills and attention to detail.
- Receiving reports and generating monthly reportage for the department business
- Very well-known of logistics services for travelers and VIP special services; Visas, Meet and Assists, Travel Insurance, International Driving Licenses, sightseeing tours, parks activities, Water adventures, Transfers and Car rentals.
- Wide International connections with services providers and foreign DMC's.
- Know how to search for the information and sources.
- Very good connections with social local entities and customers with excellent relation with key accounts.

## VISITED DESTINATIONS; BUSINESS AND FAM TRIPS

- GCC countries
- Turkey
- South Africa
- Cruise "Italy, Spain, France"
- Seychelles
- Sri Lanka
- Maldives
- Ireland
- UK

## PLATINUM TRAVEL AND TOURISM – AMMAN

### Senior Leisure Consultant

JUN 2014 - APR 2015

- Selling tailor made holiday's packages and Individual honeymooners' packages, family trips and Business events trips for both walk-in and corporate clients.
- Groups arrangements for annual meetings of corporate accounts or any private group meeting with leisure in most world destinations...
- Inbound and outbound hotels, transfers and sightseeing's reservations and arrangements with any special requests needed.
- Visas applications forms processing if needed.
- Data Management, related accounting process, following up and marketing through social networking sites like Facebook, Instagram, Youtube and Twitter and offering new promotions and update seasonal offers periodically on our website.

## AMIRAL TRAVEL – AMMAN

### Outbound Manager

JAN 2008 - JUN 2014

- Specialist in Leisure and luxurious VIP's honeymooner's destinations.
- Developing and maintaining relationships with team members and through continuous support, coaching, monitoring.
- Attending and participating in all relevant internal and external meetings in connection with the responsibilities of the position.
- Gaining feedback from customers regarding services provided on the trips and acting on customer queries to provide the highest quality service and to develop our dealing with customers.
- Wholesale contracting with hotels with good connections of international chain hotels directors.

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