
NEHAL ABUBAKR MOHAMMED SAEED



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Nationality:- Egyptian

EDUCATION

- Bachelors in Faculty of Tourism & Hotel Restaurants Guiding's department English & French" 2011.
- ITI Information technology course "soft skills presentation skills -communication Skills" IT skills & Costumer service skills
- ICDL course+ Computer Fundamental :“ Windows, Word, Excel, PowerPoint, Internet”
- Course in “cupola” telecommunication-customer service · Course in “Dubai Department of Tourism and Commerce Marketing” “tourism information services” · Course in “Abu Dhabi Tourism & Culture Authority” “tourism information services” · Course in “Abu Dhabi Tourism & Culture Authority” “Abu Dhabi culture and heritage”
- licensed tour guide in Dubai and Abu Dhabi
- Course in “SATA Sharjah airport travel agency reservations (Galileo system)”.
- Course in “SATA Sharjah airport travel agency reservations on all budget air lines (air Arabia, fly Dubai, air blue, Shaheen air---etc.)
- Galileo certificate 2015
- Customer service representative certificate General Civil Aviation Authority (GCAA) 2015

Work experience

Reservations & Ticketing Consultant, UAE Sharjah National Travel & Tourist Agency (SNTTA)

April 2018–Till date

RESPONSIBILITY :-

- Handling Corporates Gulf Craft, Fairmont Ajman & Al Qabdah. • International Airlines through Sabre, Galileo & Amadeus GDS • Hotel Reservations through TBO, Beds online, DOTW etc.
- Contact center agent and Customer service representative.
- Airlines Ticketing Reservation agent (Galileo) (Amadeus) (sabre).
- Dedicated staff for handling royal Jordanian GSA system (Amadeus Althea Reservation system)
- Reporting through E-travel 2000
- Handling corporate Reservations in ticketing department.
- Handling all online budget airlines (AIR ARABIA, AIRBLUE, SHAHEEN, FLYDUBAI,--etc.)
- Handling Holidays Outbound & inbound tours
- Selling ancillary services like travel insurance, Meet & Greet Services, international driving license.
- Handling emails inquiries
- Handling phone inquiries
- Hajj and Umrah visa and packages all reservations.
- Successfully achieved annual target goals set by the management received positive feedback from managers on performance reviews.

RESERVATION AGENT • SATA SHARJAH AIRPORT TRAVEL AGENCY

2014–2018

RESPONSIBILITY :-

- Dedicated staff for Handling Egypt air GSA counter (Amadeus Althea Reservation system)
- Handling GSA fly Nas counter (sky speed reservation system)
- Contact center agent and Customer service representative.
- Visa arrangement (inbound, outbound, Umrah).
- Airline Ticketing Reservation agent (Galileo).
- Visa change.
- Handling corporate Reservations in ticketing department.
- Handling all online budget airlines (AIR ARABIA, AIRBLUE, SHAHEEN, FLYDUBAI,--etc.)
- Handling Holidays Outbound & inbound tours
- Hotel representative inbound tours (hotel travel desk).
- Translator.
- Sales agent in inbound department.
- Tour guide in inbound department.

- HANDLING ALL EMAIL INQUIRIES.
- ANSWERING THE PHONE AND HANDLING PHONE INQUIRIES
- Hajj and Umrah reservations.

CUSTOMER SERVICE • HP COMPUTER PROJECT • CAPULA TELECOM SERVICE COMPANY

2011–2012

RESPONSIBILITY :-

- Answering calls from the customers.
- Solving customer's problems and do the needful to escalate the cases to the management of the departments.
- Follow up with the concerned department about the cases that I receive
- Record all suggestions and send it out to the management
- Be the link between the customer and the agency
- Promote our product and sales required
- Make outbound calls to inform the customer's about their updated cases.

TOURIST GUIDE INTERPRETER, ENGLISH, ARABIC • FREE LANCER • ALPHA TOURS / ARABIAN ADVENTURE / TRAFICO / DESERT ADVENTURE/ MEETING POINT TOURS/ STYLE TOURS/ SHARAF TOURS/ DIRHAM TOURS/ PLANET TOURS

2012–2014

RESPONSIBILITY :-

- Meet the guest and take them from airport to hotel.
- Apply the touristic problem and insure them safety "TRANSPORTATION, RESERVATIONS, MUSEUM & SCURTIONS, GUIDES, ETC....."
- Make the tourist enjoy their trip.
- To receive our guest and proceed to the assigned tour like:
- DUBAI CITY TOUR. SHARJAH & AJMAN.
- ABU DHABI, WESTERN REGION (AL-AIN).
- East coast (FUJAIRAH).
- Meet and assist.
- Escort some of the guest and attend their meeting to translate for both sides (English and Arabic).

IT Skills

Microsoft Office, Access and PowerPoint, Advanced Excel skills

Airline Booking Software's : Sabre , Galileo , Amadeus, World span Data Base Management System's:
Customer Relationship Management

LICENSE

Driving license 2017-2027

Dubai- Abu Dhabi Tour guide license

Hobbies

Languages, playing music, Singing, art, writing, reading, swimming, learning and gaining new skills.

LANGUAGES :

- ENGLISH WRITING READING SPEAKING FLUENT
- ARABIC SPEAKING FLUENT MOTHER T
- Spanish reading writing fair speaking fair
- French reading writing good speaking fair
- German reading writing good speaking fair

PERSONAL SKILLS :

- Fast learning, good communication with people, teamwork, educated, calm, responsible, solving the problems in an excellent ways, multifunction tasks.
- Training and Leadership Skills.
- Capable to work under pressure.
- Public relations, and dealing with different people, nationalities, mentality, and situations.
- Customer service.
- Computer Skills.
- Responsible, and take decision when I have to.
- Time keeper and multi tasks.
- Solving problems by listening, apologize, solve and thank the person for his feedback.
- Thinking outside the box and beyond the work tasks.
- Fast and good to improve the business with creative ideas.
- I always take the Ownership and deal with the company as my own to have growth in the business.

References

[Available upon request.]