



YAZID BOUMALI

Travel Sales Consultant



Contact

Address

Dubai, Dubai

Phone

971523205970

E-mail

yazid.boumalii@gmail.com

DOB

21 AUG 1992

Nationality

Algerian



Professional Summary

Sales-oriented travel expert with excellent administrative skills and experience working for well-known agencies. Proven expertise in customer service and in resolving conflicts. Provide exceptional service and quality obtained from years of hands-on experience in corporate travel industry.



Work History

Oct 2018
May 2021

Travel Sales Consultant

ALSHAMSI TRAVELS, Dubai, UAE

- Selling company products and offers.
- Handling ticket related queries including booking, issuing, reissuing, cancellation, refunds on Central Reservation System (GDS) Galileo .
- Provided customers with best deals and well-researched travel options, successfully negotiating rates while improving customer satisfaction ratings.
- Informed clients of travel policies and utilized preferred vendors to maximize company profits
- Attending client's queries via phone, personally and emails.
- Provide customer support to the client.
- Arranging travel for business and vacation customers.
- Determining customers' needs and preferences, such as schedules and costs.
- Plan and arrange tour packages, excursions, and day trips
- Organized memorable and exquisite travel itineraries and vacations for high-level clients,



Skills

Galileo

Amadeus

Etravel

Creativity

Customer service

Customer support

Special events

Microsoft Office

Oct 2014
Aug 2018

- celebrities, politicians, and business executives.
- Maintained operational proficiency in coordinating both international and domestic travel accommodations for customers, arranging for airfare as well as hotel and rental car reservations.
- Supervised payments via credit and debit cards and handled all sensitive information with professionalism and discreteness.
- Developed process improvements and long-term business strategies through analysis of customer feedback.
- Arranged travel accommodations for groups, couples, executives and special needs clients.
- Provided exemplary customer service to new and existing clients, which helped build lasting relationships and secure new travel assignments.

Travel Sales Consultant

DJENA TOURS, CONSTANTINE, ALGERIA

- Selling company products and offers.
- Handling ticket related queries including booking, issuing, reissuing, cancellation, refunds on Central Reservation System (GDS) Amadeus .
- Organized memorable and exquisite travel itineraries and vacations for high-level clients, celebrities, politicians, and business executives.
- Provided customers with best deals and well-researched travel options, successfully negotiating rates while improving customer satisfaction ratings.
- Informed clients of travel policies and utilized preferred vendors to maximize company profits
- Attended client's queries, made on the phone, personally and through emails.
- Provide customer support to the client.
- Arranged group travel from Algeria to other countries as a travel coordinator.
- Determined customers' needs and preferences, such as schedules and costs.
- Asked open-ended questions to better ascertain

Problem Solving

Selling

Travel research

Marketing

Verbal and written communication

Hotel accommodations

Company guidelines and procedures

Executive travel

Travel research



Arabic



French



English



client needs and determine best international travel offerings.

- Assisted for Schengen visa, Turkish visa, UAE visa, UK visa and other countries as well.
- Developed process improvements and long-term business strategies through analysis of customer feedback.

Aug 2012
Sep 2014

Sales Associate

AL MORJANA JWELLERS, CONSTANTINE, ALGERIA

- Dealt with Customer.
- Delivered high level of assistance by locating products and checking store system for merchandise at other sites.
- Assisted customers select good and reasonable designs.
- Provided customer service to the client.
- Engaged with customers to effectively build rapport and lasting relationships.
- Worked alongside retail representatives to boost sales by enhancing product presentations and advertising collateral.
- Maintained records related to sales, returns and inventory availability.



Education

DIPLOMA IN MARKETING (MARKETING TECHNICIAN)

from 01 OCT 2013 To 31 APR 2015

Amias formation - BLIDA

CERTIFICATE IN TOURISME

From :06 OCT 2015 to 11 FEB 2016

ITM STUDIA - CONSTANTINE