

# Mina Freig

Travel Consultant &  
Sales Expert

**Valid UAE Driving License**

## Contact

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### Personal E-mail

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## Skills

Good team participant

Ability to reduce work pressure  
on others

Target oriented using the  
Communication Skills

Self Motivated

High Ability to learn

Active, Sociable & Ambitious.

Writing short Stories & Poems.

Acting, Reading and Listening  
to music.

Travel & Project Management

## Objective & Vision

Forward-thinking Travel Consultant, Licensed Tour Guide, Sales & Marketing Expert with 10 years of experience pursuing a challenge which allows me to help the company increasing its revenue by achieving and maintaining my sales targets using outstanding sales techniques, helping people to find the product or service matching their needs. Multi-talented consistently rewarded for success in planning and operational improvements from the Multinational organizations I worked for, below there is a sample of the Recognition I got.

## Work History & Career Experience

2020 – 11  
till now

### ***Independent Travel Consultant & Content Writer***

- Create, sell and promote travel holiday packages & visa for any destination around the world.
- Creative content writing and editing.

2019-10  
till 2020 -10

### ***Marketing Specialist & Travel Consultant at Belhasa Travel & Tourism, (IATA Travel Agency) Dubai International Financial Center (DIFC)***

- Create, sell and promote travel holiday packages & visa for any destination around the world to a high-end profile clients using DCS, GDS (Galileo) operating systems to achieve the revenue and convert to yearly targets.

2019-05 till  
2019-09

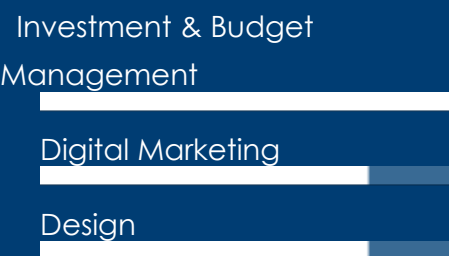
### ***Travel Consultant at Holiday Me, Dubai, JLT***

- Create & sell travel holiday package for any destination around the world using Discover (offline), Agent Login (online) operating systems and WBS (official suppliers) to achieve the revenue and monthly conversion.

2017-01 till  
2019-04

### ***Sales & Services Associate at Marriott International Regional Office MEA, Dubai International Financial Center (DIFC)***

- Follow sales techniques to maximize revenue, Input and access data in reservation system using Empower.
- Achieve sales targets for conversions, guest reviews, shop calls, loyalty programs enrollments, adherence and support team to reach common goals.



## Software

Operating Systems:  
Windows XP, Vista, 7, 8, 10.

Hotels & Ticketing  
Operating Systems: Fidelio (suite 8), Opera (Version 5.0), Pure Production, Sales force (Engage and Empower), Sabre, Galileo.

Office

Presentation

Leadership

## Languages

Arabic (Native)

English (Fluent)

French (Fluent)

Spanish (Intermediate)

Italian (Intermediate)

German (Beginner)

2014-12 till  
2016-12

### **Complex Reservation Sales Agent**

**at Starwood Hotels & Resorts in Dubai (Mina Seyahi Complex – Westin & Le Meridien)**

- Follow sales techniques to maximize revenue, Input and access data in reservation system.
- Achieve sales targets for conversions, guest reviews, shop calls, loyalty programs enrollments, adherence and support team to reach common goals.

2012-08 till  
2014-11

### **Group Reservation Shift Leader**

**at Savoy Group Hotels & Resorts in Sharm El-sheikh**

- Liaise daily with Revenue Manager regarding BOB and the daily strategy to achieve an optimum level of occupancy and average room rate to best yield revenue to ensure budgeted targets are met.
- Attend the daily Sales Meeting with Events team, the monthly Sales Strategy and Brainstorming meeting, Reservations Feedback.
- Generate Sales Leads and train Reservations Sales Agents.

2011-07 till  
2012-07

### **Bazaar Salesclerk in Grand Azure (Rixos) hotel**

**Sharm El-sheikh, Egypt**

2009-06 till  
2009-10

### **Receptionist at Renaissance Deluxe Nile Cruises (Intern)**

## Education

2021-01 -  
2021-04

**Nano Degree in Digital Marketing (Professional, Advanced & Product Manager Expert tracks) from Udacity & Ministry of Telecommunications and Information Technology**

(Top Graduates 2021).

2007-07 -  
2011-07

**Bachelor of Tourism & Hotel Management:  
(Tourism Guidance Department)**

**Grade: Very Good – Highest Honors**

*Faculty of Tourism & Hotels - Minia University*

## Courses, Certificates & Personal Achievements

- Winning First Place in the Worldwide Competition of (Water: Dream of Scientists and Poets), organized by France under the supervision of UNESCO at 2000. The Award was a journey to France-Paris.

- Certificates of Appreciation from:

- 1) UNESCO Organization.
- 2) Ministry of Education & Pepsi Company.
- 3) The French Cultural Center & the French Embassy in studying French (level 9 and DELF B1).
- 4) Savoy Group Hotels & Resorts as employee of the month & leader of the month.
- 5) AHLA & Ministry of Tourism: (Leadership skills, CHDT).
- 6) Marriott Int. & Starwood: Associate of the month, First Runner-up associate of the year 2017, SPG, IFH & online training.
- 7) Wow Service certificate during Customer Service Week from Starwood Hotels.
- 8) 300+ Online Certificates from UNICEF, Google Digital Garage, Facebook Blueprint, Linked-in learning, Helsinki University, Digital Defynd, Allison, Udemy and more.

### Extra activities

- Member in the Tourist Guides Syndicate.
- Voluntary activities such as Clean Up The World, Serve our Community.

### Interests

Sports, Reading, Travel, Hiking, Blogging, YouTube

## References

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Boula Tadros Haroun

Position: Revenue Manager at Mandarin Oriental Dubai

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