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***JoudYassin***

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**JOB OBJECTIVE**

Seeking a challenging and an exciting job; where I can make optimum use of my strengths in the growth and development of the organization while having the opportunity of learning, self-growth and ongoing higher achievements. In a work environment where everybody works as a team in a comfortable, respectable, and a family like atmosphere.

**RELEVANT EXPERIENCE**

2015: **internship at Menacom group** - MEC global Access department (social media, activation, digital marketing)

2016: **tas-heel group – customer service**

* Meeting walk in customers and assist them with governmental transactions such as bills, tenants contract, Municipalities.

2017 **tas-heel group: media and marketing coordinator**

* Creating social media content.
* Video shooting and editing for social media purposes.
* Attending events and meetings that the company does to share with media.
* Coordinating with advertising companies to market our products among customers. For example: road billboards, magazine posting etc.
* Translating in both Arabic and English language.

2018: **Air Arabia – Sales support coordinator**

* Promoting Air Arabia product to travel agencies
* Managing group bookings and providing the best prices for travel agencies
* Direct contact with trade partners to assure quality purposes.

2020: **Air Arabia– Support officer**

* Accomplish business objectives by inspiring staff and promoting target products
* Solving, supporting, and monitoring travel agency’s critical issues.
* Control and improve the workflow by dividing the tasks and requests among the team.
* Cross selling the company product to the customer to increase sales
* Responding to customer’s request and briefly explain our product.
* Handle and solving customers complaints

2022: **Air Arabia till present– Sales Support Supervisor**

* Generating Revenue by working closely with Travel Agencies and building relationships
* Supervising team tasks and managing
* Group Handling: To achieve the target and close highest possible
* Attending events and gathering information/database/suggestions
* Coordinating with Airport team to assist VIP guests
* P/L report handling and identifying top and poor performances and setting a plan to increase business.

KEY **SKILLS**

* MS Office; Word, PowerPoint, Excel, and access.
* Very good knowledge of Photoshop

**Soft skills**

* interpersonal and communication skills
* Ability to work independently or in a team
* Social media
* Translation (Arabic, English)

**EDUCATION**

**Canadian University Dubai (CUD)**

* ***2015: graduate -***

***Bachelor of business administration in marketing***

* ***2010: High school diploma***, Al Mawakeb School

**Languages**

* + - English & Arabic Fluent

**Other Personal Information**

* Marital status: Married
* Female
* Nationality: Jordanian.
* Date of birth : 19/May/1993
* Valid UAE driving license