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| Contact Information* Em Tuba Street, Bldg.4A Apt. # 12 , Sweileh Amman, Jordan

 (+962) 798958168 ziadhamze@hotmail.comAchievements* Finalized sales for packages, delivering comprehensive tour information, answering client questions, and completing registration process.
* Customized welcome packets and materials for registrants.
* Processed client profiles and organized office systems to ensure smooth workflow.
* Communication & Client Relations
* Fielded a high volume of client calls, including catalog requests, itinerary/geography questions, and referrals to appropriate personnel.
* Developed strong relationships with managers and staff, creating a cohesive and productive team within a deadline-driven environment.
* Trained new departmental members on sales techniques, client protocol, and policy.
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| Zeyad Al ShalabiSales & Marketing Manager |

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| Summary |
| Courteous, excellent organizational skills and highly efficient with a unique understanding of the travel industry and the people who work in it. An experienced travel agent who is able to make the best possible travel arrangements for a client’s destination, mode of transport and travel dates. Highly motivated, target driven and with exceptional multi-tasking skills along with an ability to produce tailor-make itineraries for travel to short or long haul destinations. Now looking forward to a making a significant contribution with an ambitious travel agency that offers a genuine opportunity for progression.  |

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| Work Experience |
| Sales & Marketing Manager 2014 – Present**Jordan Experience Tours*** In charge of creating new marketing and sales strategies and implementing them in many aspects of the field.
* Completed travel arrangements for clients with hotel and ground transportation vendors.
* Prepared detailed itineraries upon bookings to ensure accuracy of reservations and provided confirmation to clients.
* Call vendors to ensure extension of payment deadlines when necessary.
* Attended staff and training meetings
* Identify customer needs and provide solutions to match them;
* Organize different kind of events and manage the meet of clients during their event;
* Manage customer satisfaction post event and resolve any outstanding issues to future sales leads.
* Elaborate and negotiate corporate and event contracts and offers.
* Maintain the relationship with the clients.
* Ensure accuracy of all bookings and contracts and clear billing details received.
* Maintain the relationship with all the departments of the agency and offer all the information to the colleagues involved.
* Ensure compliance with departmental brand standards and ensure all enquiries are dealt with promptly, according to the company standards; site inspection for potential clients.

**Freelance Touristic Guide 2012 – 2014*** Leading tour groups for up to eight days, catering to all customer needs
* Giving talks about the culture, language and history of Jordan
* Assisting with security
* Preparing tour guide documents
* Developing and establishing relationships with travel agents
* Designing program itineraries

Spanish Department Manager 2010 – 2012Jordan Experience Tours * Sales & marketing manager, in charge of creating new marketing and sales strategies and implementing them in many aspects of the field.
* Completed travel arrangements for clients with hotel and ground transportation vendors.
* Prepared detailed itineraries upon bookings to ensure accuracy of reservations and provided confirmation to clients.
* Call vendors to ensure extension of payment deadlines when necessary.
* Attended staff and training meetings
* Identify customer needs and provide solutions to match them;
* Organize different kind of events and manage the meet of clients during their event;
* Manage customer satisfaction post event and resolve any outstanding issues to future sales leads.
* Elaborate and negotiate corporate and event contracts and offers.
* Maintain the relationship with the clients.
* Ensure accuracy of all bookings and contracts and clear billing details received.
* Maintain the relationship with all the departments of the agency and offer all the information to the colleagues involved.
* Ensure compliance with departmental brand standards and ensure all enquiries are dealt with promptly, according to the company standards; site inspection for potential clients.

Quality Control Manager 2007 – 2010Dakkak Tours International * Researching travel options & presenting the best deals in terms of requirements.
* Ensure all bookings & reservations are processed accurately.
* Responding to all e-mail enquiries promptly, courteously and in a friendly manner.
* Filing and general administrative duties.
* Building strong relationships with clients.
* Ability to achieve branch, team sales and profitability objectives.
* Monitoring bookings throughout the working day.
* Negotiating corporate and best rates with hotels.
* Advising on and organizing visas & passports.
* Monitoring competitor activity in order to maintain the most competitive rates.
* Ensuring travel brochures & promotional literature are displayed prominently.
* Complying with all relevant laws and travel business legislation.
* Handling high numbers of incoming inquiries from direct customers and travel trade.
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| Skills |

**• teamwork** - being constructive and willing to take on less attractive tasks, contributing practically to the team’s success;**• leadership** - being able to motivate and encourage others, whilst taking the lead;• **initiative -** ability to see opportunities, to set and achieve goals and act independently;• **problem solving** - thinking things through in a logical way in order to determine key issues, often also including creative thinking;**• flexibility/adaptability** - ability to handle change and adapt to new situations;• **self-awareness** - knowing your strengths and skills and having the confidence to put these across;• **commitment/motivation** - having energy and enthusiasm in pursuing projects;**• interpersonal skills** - ability to relate well to others and to establish good working relationships;• **numeracy -** competence and understanding of numerical data, statistics and graphs;• **IT knowledge** - a basic understanding of common office equipment and programs and the ability not to be daunted by a change in the technology.

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| Education |
| High School DiplomaNewman Smith High SchoolCarrollton, Texas 2000**Tour Guide Course - License**Ammon University of HospitalityAmman, Jordan 2012 (9 Months) | Associates Degree - IncompleteBrookhaven Community College Dallas, Texas2000-2002 |

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