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| |  | | --- | | Contact Information   * Em Tuba Street, Bldg.4A Apt. # 12 , Sweileh Amman, Jordan   (+962) 798958168  ziadhamze@hotmail.com  Achievements   * 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. | | |  | | --- | | Zeyad Al Shalabi  Sales & Marketing Manager |  |  | | --- | | 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. |  |  | | --- | | 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 – 2012  Jordan 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 – 2010  Dakkak 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. |  |  | | --- | | 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.   |  |  | | --- | --- | | Education | | | High School Diploma  Newman Smith High School  Carrollton, Texas  2000  **Tour Guide Course - License**  Ammon University of Hospitality  Amman, Jordan  2012 (9 Months) | Associates Degree - Incomplete  Brookhaven Community College  Dallas, Texas  2000-2002 | |