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# Executive Summary

High-energy Manager successful in building and motivating dynamic teams focused on accurately administering company programs. Motivational and collaborative professional with strong time and project management abilities.

# Qualifications

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| * Program management * Cost control * Financial administration * Team leadership * Attention to detail | * Data analysis * Reporting * Scheduling * Calm under pressure * Sound judgment | * Sales & Marketing * World Traveler * Worldwide Hotels & sight knowledge |

# Professional Experience

**Executive Travel Manager (VIP & Executive Management) Jan 2015 – Jan 2016**

**Arabtec Holding PJSC Dubai – U.A.E.**

* Draft reports for management detailing program costs and trends.
* Sign, Manage and coordinate the corporate deals and contracts between the hotels, airlines and the company.
* Ensure program is used effectively and safely by all employees.
* Minimize costs through proactive analysis and employee instruction.
* Reviewed travel program and updated policies.
* Established metrics for measuring use cost and compliance.
* Set up cost control goals and analyzed effectiveness.
* Collaborated with employees and management to optimize program.
* Sourced new vendors and negotiated favorable contracts.
* Made recommendations to management on travel policy updates and changes.

**Senior Sales and Operation Officer (VIPs Protocol Government Sector)**  **Dec 2010 – Jan 2015**

## DNATA Emirates Group Dubai – U.A.E.

* Efficiently plan, manage, organize and monitor sales targets to ensure the achievement of sales objectives and the directives of the department. Constantly keep in touch with the Principals/Trade Partners/Clients/Accounts to ensure that the standards of service agreed are maintained and delivered to their satisfaction.
* Responsible for the achievement of the overall sales targets by sourcing and prospecting for new business, as well as managing existing business to increase revenue.
* Book Hotels, Air Tickets, transportation and non-air products such as GSA (Cruise, Ready packages and Rail). Using direct contracts and non-direct such as Hotel beds, GTA, DOTW and others.
* Design and manage the contracts deal with the hotels and the airlines (EU, USA, Asia, Russia hotels specialist)
* Main GDS systems used was Saber Red, Galileo and Amadeus.
* The main accounts was H.H. Sheikh Mohammed Ruler of Dubai and his Family and coworkers as travel Coordinator in his office, Department of Health, Dubai TV, Dubai Police, Municipality and DIWAN (Crown Prince Office). Managed corporate accounts like Meraas, Emaar, Apple, Microsoft etc.…
* Manage and maintain all the Exhibitions, MIC events and Conferences for the Government and Royal offices.
* Focus on client relationship management to ensure the strict implementation of procedures and the policies of the trade, maintain and improve service standards.
* Monitor revenue, yield and staff productivity, in order to recommend changes, to achieve client satisfaction, revenue targets and profitability.
* Liaise with both internal and external clients to audit service quality levels and propose operational changes where necessary to optimize client's satisfaction. Prepare and submit monthly and annual sales reports and business reviews for the client with responses to RFIs / RFPs

**Learning and Development Officer, Improving Manager Skills (Freelance)** **October 2012 – May 2015**

## Emirates Aviation Collage (Emirates Airlines Group) Dubai – U.A.E.

* Extensively trained new and existing employees.
* Supervised and coordinated activities for Line Managers and General Managers during annual training seminars.
* Assessed training needs through surveys, interviews with employees, focus groups and consultation with managers.
* Clearly communicated objectives for all lessons, units and projects to all participants.
* Used role playing, simulations, team exercises, group discussions, videos and lectures to instruct participants in a variety of ways.
* Planned and delivered account management training to an average of 15 account managers per week.
* Ensure that assigned L&D projects are delivered on time, within budget, in adherence with quality standards and meet customer expectations.
* Demonstrate adherence to Quality and Standards and action improvements to ensure interventions are current, relevant, accurate, and fit for purpose.

## Assistant Sales Manager October 2007 – May 2010

## Multimedia Megastore Beirut – Lebanon.

* Operates cash register to compute and record sales.
* Maintains the over-all quality and day to day operations of the shop.
* Provides daily sales report and administrative functions.
* Manages staff scheduling and overtime necessaries.
* Promotes good relationship between employees and management.

# Education History

MBA in General Management 2015

American University in Dubai Dubai, UAE

Bachelor of Business Administration 2010

Arab Open University Beirut, Lebanon

# Language & Driving Licenses

Arabic and English; fluently both speaking and writing // Holding UAE & International driving license

# Special Projects and Trainings

IATA, Galileo, Sabre Red & Ticketing 2011 & 2014

**Emirates Aviation College Dubai, U.A.E**

First Aid 2008

**Red Cross Beirut, Lebanon**

# Conferences Attended

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| --- | --- |
| * World Travel Market London (Buyer, 2015) * MICE Conference Middle East Dubai (Speaker, 2015) * Etihad Airways Abu Dhabi Gala Dinner (Customer, 2015) | * Arabic Travel Market (Organizer, 2014) * Accor Hotels (Ambassador, 2013) |

# Appreciation:

* HH Sheikh Mohammed Bin Rashid Al Maktoum Ruler of Dubai and his wife HRH Princess Haya for the great job and for the effort used for managing to reduce the government cost in Travel sector and for the great service.
* Emirates Airlines, Saudi Airlines, Nas Air, Lufthansa, Turkish Air, Qatar Airways and Etihad Airways for the service and for the Highest sale.
* Dnata Emirates Group for the engagement and the Team leading with high skills and knowledge.
* The Palace Hotel, Emaar Hospitality, Emaar Group for the highest sales and for the good relationship.
* Department Of Health, Dubai for the high customer service and going behind the expectation and drive extra miles to satisfy the VIP customer.

**NOTE:**

* Reference available upon request
* Willing to travel & relocate