Lara El Ali

Azmi street, Tripoli, North Governorate 1300

Cell: 71664812 - laraa.elali@gmail.com

Professional Summary:

Organized and efficient freshly graduated travel agent focusing on putting passengers at ease and creating a positive travel experience. Exceptional problem solving and conflict resolution skills.

Skills:

* Customer service specialist
* Fluent in English and French
* Passion for travel
* Active listening skills
* Fast learner
* Highly dependable
* Excellent attention to details
* Trained on the SABRE travel system
* Trained on the WORLD SPAN travel system

Work History:

- 01/2015 to 04/2016: **Manager Assistant**

**Aruma flowers and wedding planner-** Tripoli-Lebanon

* Solicit customer feedback and resolve any problems through being the link between the customer and the staff.
* Provide updates and information to customers in a friendly and timely manner.
* Maintain a friendly, positive attitude when dealing with distressed customers.

- 01/2015 to 04/2015: **Private English Teacher-** at Al Fayhaa center city complex

- 05/2016 to 10/2016: **Travel consultant** at Ozzy Tours Agency - Tripoli Tal boulevard

Education:

2014 **High School Diploma:**

**Sainte Famille Maronite -** Tripoli-Lebanon

2016 **Foundation in Travel and Tourism Diploma: IATA**

 **American Universal College AUC-** Tripoli-Lebanon