

Date of birth: 20.01.1985

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**MOSTAFA KOURA**

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| **OBJECTIVE** | |  | | **Seeking new challenge in a Multi-National Companies where my knowledge and work skills can add value to the Company to achieve its goals and could give me an opportunity to again more experience and offer me a chance to build up a successful Career.** | |
| **JOB HISTORIE** | |  | | Profile Egypt travel ***operation manager***  Data entry, accounts payable, payroll, grant report entry, managing the organizations HR, helping and creating organizational and program budgets in collaboration with the ED and Program Direct, and other tasks.  ***2009-2001*** Best Egypt travel ***operation manager & Tour guide***  Organizing and preparing holiday tours. Following trends in the popularity of destinations and packages, and adjust company plans accordingly.  **2011-2013** Grand blue travel ***Reservation***  Responds to communications from guests, travel agents, and referral networks concerning reservations arriving by mail, telephone, or through a central reservation system. Creates and maintains reservation records-usually by date of arrival and alphabetical listing prepares letters of confirmation and promptly processes any cancellations and modifications.  **2013-2014**  **Abercrombie& Kent travel Hurghada Egypt**  ***operation manager***  Ensure that all workings are manufactured in a correct, cost effective and timely manner in alignment with specifications andquality requirements  Purchase materials, plan inventory and ensure warehouse efficiency.  Contribute towards the achievement of company’s strategic and operational objectives  **2013-2014**  **la perla hotel in Hurghada**  *Guest relation*  Focuses on customer service and builds partnerships with other departments to ensure that guests' needs are attended to promptly. Supervise the Front Desk operations and ensuring that relevant policies are being followed and that the highest possible service is being delivered in a friendly and professional manner...  **2014-2016** | |
| **COMPETENCE** | |  | | * **Ability to prioritize and adjust to different workloads.** * **Hard-working, flexible, open-minded, creative, able to change for new instructions.** * **Team working spirit &self-motivation.** * **Can deal with common problems.** | |
|  | **LANGUAGES SKILLS**  **Arabic (mother language)**  **Italian (Fluent)**  **English (Fluent)**  **Russian (Fluent)** | | | |
| **EDUCATION** | |  | **Faculty of languages and translation**  **(Al Azhar University Cairo)** | | |
| **IT KNOWLEDGE** | |  | **Windows**  **Word**  **Excel**  **powerpoint** | | |