**Shams Hammoud**

**Personal Information:**

-Place and date of birth: Kuwait 02/01/1990

-Nationality: Lebanese

-Marital status: Single, female.

-Address: - Beirut, Road Saida Alkademeh, Sfer, Kotaich Building, Lebanon

- South, Houla near the main street, Lebanon

-Tel: +961- 70 625007, + 961-1 546874, +961-7 860153 -E-mail: shames\_hammoud@hotmail.com

-Languages: can speak, read and write Arabic and English.

**Education:**

-September2011-june2013. Master Degree in Travel and Tourism Management: Lebanese University, faculty of Travel and Hospitality Management.

-September2008-june2011.Licence Degree in Travel and Tourism: Lebanese University, faculty of Travel and Hospitality Management.

-September2007-june2008. Chemistry: Lebanese university, Faculty of Science.

- November2006-june2007. High school Diplomas (Lebanese bacc II, life science): Marjoyun National College, Marjoyun, Lebanon.

**Divers:**

 -MS Microsoft Office Package

-Sky Speed System

-Galileo System

-Focus Accounting System

**Professional Experience:**

A- Working Experience:

\*2011-2017 Ongoing customer service agent at Jazeera Airways Company in the reservation and ticketing department.

1. Process phone calls and walk-in customers to create a flight booking and generate an airline ticket.
2. Arrange reservations and routing for passengers
3. Perform accounting operations and monitoring cash flows
4. Monitor accounts receivables and initiate collection efforts
5. Dealing with travel agencies and following their statement of account

\* 2011- Private Teacher: Private lessons in Biology, Chemistry, Math and Physics for Elementary and Intermediate classes.

\* Summer 2010, Training at TROPICAL TRAVEL Company, worked in reservation and ticketing.

\* Summer2009, Training at MED AIRWAY Airline Company, worked in reservation and ticketing.

B-Seminars and Work shop:

\* Workshop “Spanish Day" Lebanese university, 2010.

C-Membership:

\* Member in Tourism society.

D-References:

\*Available upon request.