

 **Amer El Aridi**

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Phone number: +961 71188892

I am a motivated senior customer service officer with proven experience in sales and reservations segments with track records in improving turn over and ensuring perfect customer service.

**Objective**

I am seeking a challenging position in which I can utilize my expertise in the Business /tourism Industry.

**Experience:**

* + **Sept. 2013- Present. (4 years) Alpha Tours Dubai . UAE**

**Sales consultant /reservations consultant :**

* Maintaining and developing relationships with hotels, transfers and excursions in person or via telephone calls and emails.
* Negotiating prices, transfers, and Hotel services with customers and agents.
* Challenging any objections with a view to convince the customer to buy.
* Advising on best seller activities and services and discussing special events.
* Liaising with suppliers to check the progress of our services.
* Making accurate, rapid cost calculations and providing customers with requested quotations.
	+ **2011 –July 2013 (4 years) Ride Rent a Car Beirut, Lebanon .**

**Sales Executive:**

* Setting deals with tourism companies
* Taking care of bill-boards’ ads
* Managing special events

**Education**

Electro-Mechanic degree from Byblos Institute Lebanon 2007-2009

**Personal Data**

Date of Birth: 14/01/1993

Nationality: Lebanese.

Country of Residence: Dubai.

Driving License: Emirates & Lebanese.

Languages: - English (Fluent)

 - Arabic (Mother language)

Skills:

* Customer Service
* Teamwork
* Task oriented
* Work effectively under pressure
* Communication
* Public relations
* Function / Event organizing

Activities:

* Ski, diving, swimming and camping.

**References**

Available upon request.