

Mohamed Mohamed Abd Elbaky Noaman

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Date of Birth: 05/10/1987

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Personal profile:

A friendly , trustworthy person who enjoys new working methods with Excellent communication skills, presentable, willing to help others, able to Work well within a team and on his own initiative, Able to follow instructions Excellent timekeeping and work under stress enjoy finding solutions and Working on development plans.

Employment history:

Jun 2016 – currently (Holiday store DMCC) sister company of Tres Jolie Voyage

Senior Operation

B2B Online system booking and wholesaler

- Daily and hourly Follow-up for all operations duties.
- Process hotel reservations at hotels, resorts and apartments all over the world.
- Give recommendation and assist clients for accommodation, transportation, tours & activities inquiry through emails and phone calls.
- Build loyalty by enhancing our clients overall travel experience while meeting every travel management service requirement and expectation
- Liaising with hotels and suppliers to provide guests with hotel availability and offer alternate options.
- Handling cancellations, no shows, complaints and other reservation statuses.
- Representing Holiday Store DMCC in establishing and maintaining strong relationships with hoteliers & suppliers.
- Negotiating rates with suppliers.
- Seek higher levels of performance continuously
- Ensuring timely delivery of excellent service & high level of customer satisfaction.
- Ensuring that business opportunities and revenue growth is being maximized at all times.
- Hands on experience of all online distribution channels.

- Monitoring bookings & rates parity on all online competitors channels.
- Following up with account and sales managers for future reservations.
- Respond to all client's inquiries.
- Development & improving products and services offered.
- Solving technical problems related to client's accommodation on the spot.
- Ability to handle multiple clients
- Handling multiple projects and prioritizing are essential to the success of the job
- Providing general and specific advice about different travel destinations
- Embrace new technology and ways of working to promote flexibility to adjust quickly to the shifting needs of the business
- Use positive telephone service techniques; act on special customer requests and maintain excellent client relations

Oct 2014 – Jun 2016 (Abou Samra Travel)

Operation Executive

B2B Online system booking and wholesaler

Job description

- Responsible for the XML integration with the supplier
- Responsible for the mapping (countries, Cities, Hotels).
- Responsible for the deals with a hotels supplier's abroad Egypt.
- Responsible for handle the booking problems with the supplier direct.
- Responsible for the back office of the online system in Egypt.
- Responsible for Resolve the issue technical problems.
- Responsible for the booking all over the world on the online system hotel
- Responsible for Resolve problems related to the hotels reservations with the hotels that founds abroad and inside Egypt.
- Responsible for the control the mark up and rates and the availability of the hotels on the online system.
- Responsible for the agent and the subagent who have an account on the online system.
- Responsible for the travel agencies in Egypt who have an account on the online system.

June 2014-Oct 2014 (Crocodile Egypt travel)

Tour operator

Job description

- Organizing the situation between our branches within Egypt and the main office.
- Handling the business letter through the internet.
- Follow all documents on the Email on daily basis.
- Handling incoming and outgoing emails & faxes.
- Answering all email enquiries within 15 minutes.
- Resolve all customers' problem is brought to a satisfactory conclusion.
- Follow Up my department & preparing annual report to improve the works

Jan.2013 – April.2013 (Wasla company outsource Vodafone Egypt)

Call center agent inbound

Job description

- Handle the customer inquiries
- follow up on customer inquiries not immediately resolved
- complete call logs and reports
- transfer customer calls to appropriate staff

Qualifications

- Bachelor's degree of management business (studied 4 years)

Other certifications

- Italian diplomat in Italian language CELI A1 of CELI A2 Italian culture institute certificate from Perugia university for foreigner in Italia years 2011

- Skills :

Human development skills:

- Communications skills.
- How to work under pressure.
- Planning Skills.
- Team Work.

Computer skills

- Good knowledge in windows
- Good knowledge in MS-office.
- Good knowledge in internet research.

Languages:

- English: fluency
- Italian : fluency

