

HISHAM EL SHAFETY

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Professional Summary

Highly experienced and dependable Airline Sales representative with a strong record of client satisfaction. Able to address multiple simultaneous client concerns with accuracy and professionalism. Flexible scheduling availability to include travel by airplane and car for extended time periods.

Career objective

Seek to work in an environment that will challenge me further; while allowing me to contribute to the continued growth and success of the organization. Obtain a position that will provide me the ability to apply my sales and work experience to a growing industry. Look forward to working with a company that promotes quality products and services; and provides me with the opportunity to meet and exceed assigned sales goals. Consultative selling approach coupled with the energy and drive as an individual contributor with minimal supervision or team selling environment.

Personal Information

Nationality: Egyptian.

Birth date: 05/09/1985.

Gender: Male.

Marital Status: Single.

Military Status: Exempted.

Address: Dubai, shake zaid road uae.



Education

University: Menufia.

Degree: in Public Law

Languages

English: Fluent.

French: Good.

Arabic: Mother tongue.

Technical Summary

Previous courses:

- AMADEUS COURSE (May2014)EGY.
(Basics, Queues, Fares, Pricing, Ticketing, Refunds & Exchanges)
- SABRE COURSE (May2014)KSA.
(Basics, Queues, Fares, Pricing, Ticketing, Refunds & Exchanges)
- SABRE Interact Course (MAR 2015)BAH.
- Customer care in Nasair JED Station.
- CUSTOMER SERVICE COURSE IN Vodafone Egypt.
- ENGLISH CONVERSATION COURSE IN BRITISH COUNCIL.
- Falcon course in Gulf air line .

Experience profile:

1- Betro Treed Company :



From JAN 2006 till AUG 2006 ,working as **Sales representative** ,

2- Tele performance Company outsourcing Vodafone:



From Sep2007 till Dec 2010

- Work as a Sales Executive & Customer services.
- Customer service 888 - making a new contracts and dealing with the new customer.

3- **World Aviation Services (GSA) FlyNas:**

From April 2011 till April 2013



- Opening new accounts, increasing the corporate segment.
- Market development & the competitor's activities
- Managing & Handling the corporate & Agent accounts.
- Looking to increase the number of the corporate accounts.
- Monitor local Market changes in order to adjust sales strategy and increase revenues.
- Analyzing the market segmentation



4- **Sales Executive in Gulf air Dammam station:**

From SEP 2013 till NOV 2014:

- Builds business by identifying and selling prospects; maintaining relationships with clients.
- Identifies business opportunities by identifying prospects and evaluating their position in the industry; researching and analyzing sales options.
- Sells products by establishing contact and developing relationships with prospects; recommending solutions.
- Maintains relationships with clients by providing support, information, and guidance; researching and recommending new opportunities; recommending profit and service improvements.
- Identifies product improvements or new products by remaining current on industry trends, market activities, and competitors.
- Prepares reports by collecting, analyzing, and summarizing information.
- Maintains quality service by establishing and enforcing organization standards.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.
- Helping the Travel agent to increase sales, Responsible about ADM & Interact saber responsible about Khobar agent.

5- **Senior Sales Executive in Gulf air Bahrain station:**

From DEC 2014 till NOV 2015:

- Handling sales in BAH Area& Making a corporate deals, try to push the sales to increase the load capacity & the flight schedule.
- Provide best service quality to customer always, establish example for immediate as well as
- Ensure property compliance and execution of Operational Procedure's Guidelines.
- Interact everyday with Sales Coordinator for sales information required for professional execution of all commitments.
- Participate in imperative Hotel Programs and Community Activities.
- Participate actively in all weekly sales meetings.
- Participate any brand needed training and meetings as requested by Sales Director and General Manager.
- Ensure to accommodate all guest special requests as and when possible.
- Inform Sales Director of potential opportunities or concerns with customers and special projects progress.
- Execute any Management's reasonable request being capable of performing.
- Ensure clarity of communication amongst cluster properties.
- Ensure to attain knowledge about occupancy and average rate in hotel.
- Supervise room inventory as well as rate programs.
- Represent organization hospitality and hotel professionally always.
- Comply with all company procedures and policies

6- Sales Manager NILE AIR GSA (Al Tayyar Group KSA) :

From DEC 2015 up to NOV 2016:

- Handling sales in Eastern province KSA & Making a corporate deals, try to push the sales to increase the load capacity & the flight schedule.
- Provide best service quality to customer always, establish example for immediate as well as hotel wide personnel.
- Ensure property compliance and execution of Operational Procedure's Guidelines.
- Interact everyday with Sales Coordinator for sales information required for professional execution of all commitments.
- Participate in imperative Hotel Programs and Community Activities.
- Participate actively in all weekly sales meetings.
- Participate any brand needed training and meetings as requested by Sales Director and General Manager.
- Ensure to accommodate all guest special requests as and when possible.
- Inform Sales Director of potential opportunities or concerns with customers and special projects progress.
- Head responsibility to know respective hotels' emergency methods.
- Execute any Management's reasonable request being capable of performing.
- Ensure clarity of communication amongst cluster properties.
- Ensure to attain knowledge about occupancy and average rate in hotel.
- Supervise room inventory as well as rate programs.
- Represent organization hospitality and hotel professionally always.
- Comply with all company procedures and policies

7- Area sales manager at Global Travel Club (EP) :



From DEC 2016 till NOV 2017:

- Handling sales in BAH Area& Making a corporate deals, try to push the sales to increase the load capacity & the flight schedule.
- Provide best service quality to customer always, establish example for immediate as well as
- Ensure property compliance and execution of Operational Procedure's Guidelines.
- Interact everyday with Sales Coordinator for sales information required for professional execution of all commitments.
- Participate in imperative Hotel Programs and Community Activities.
- Participate actively in all weekly sales meetings.
- Participate any brand needed training and meetings as requested by Sales Director and General Manager.
- Ensure to accommodate all guest special requests as and when possible.
- Inform Sales Director of potential opportunities or concerns with customers and special projects progress.
- Execute any Management's reasonable request being capable of performing.
- Ensure clarity of communication amongst cluster properties.
- Ensure to attain knowledge about occupancy and average rate in hotel.
- Supervise room inventory as well as rate programs.
- Represent organization hospitality and hotel professionally always.
- Comply with all company procedures and policies.
- Focus for capacity of the flight load and follow up with A.P handle.

8- Area Sales Manager World Aviation Services GSA (Fly Nas , Fly Dubai , Wataniva Airline) :

From Jan 2018 till first of Apr2018 :

- Sales products by implementing sales plans; supervising sales staff.
- Determines annual unit and gross-profit plans by implementing marketing strategies; analyzing trends and results.
- Establishes sales objectives by forecasting and developing annual sales quotas for regions and territories; projecting expected sales volume and profit for existing and new products.
- Implements national sales programs by developing field sales action plans.
- Maintains sales volume, product mix, and selling price by keeping current with supply and demand, changing trends, economic indicators, and competitors.

- Establishes and adjusts selling prices by monitoring costs, competition, and supply and demand.
- Completes national sales operational requirements by scheduling and assigning employees; following up on work results.
- Maintains national sales staff by recruiting, selecting, orienting, and training employees.
- Maintains national sales staff job results by counseling and disciplining employees; planning, monitoring, and appraising job results.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.
- Prepare extra Plan for sales & seniors to push Market share on company GSA.

Job profile – IN BRIEF:

1. Sales Executive.
2. Capable of handling, *AMADEUS & SABRE systems*.
3. Capable of handling issuing low cost carrier.
4. Excellent in public dealing and customer service.
5. Disciplined, hardworking & having strong responsible.
6. Capable of handling office administration duties efficiently.
7. Familiar with MS office & having good speed in typing.
8. Capable to increase my sales in short period.
9. Capable to change the result for the market after short study.

ComputerSkills:

- Word: Excellent.
- M.S PowerPoint: Good.
- M.SExcel: Good.
- Outlook: Good.
- Internet applications.

Availability & preferred Job:

Availability: I am able to start work after one week from announcement.

As: Full Time.

Rank: Sales Manager.

Job location: Bahrain, UAE , Kuwait, Oman, Qatar, Egypt.

Other qualifications:

Good appearance, open minded, talkative. Patient and tolerant

Hobbies: (Traveling – reading- Swimming)