

HUSSEIN AMHAZ

INFO

LOCATION:

Lebanon – Mount Lebanon

PHONE:

00961-76009481

DOB:

May/25/1998

EMAIL:

HusseinAmhaz1550@gmail.com

Non-Smoker

PROFILE

Senior Account Manager in one of the top IATA agencies in Lebanon “ **First Diana Travel** “ with cash flow of over 60 million dollar monthly ,Dealing with suppliers , airlines ,providers , Travel Agencies

Accountant who performs a variety of professional level accounting duties involved in preparing, maintaining, analyzing, verifying, and reconciling complex financial transactions, statements, records, and reports; assists in the preparation of assigned budgets, annual audit

Customer Service Specialist who's developed impeccable phone manners and an ability to politely deal with disgruntled customers. I am accustomed to working on multiple projects simultaneously.

EDUCATION

- Holding License Technique degree in Accounting & Auditing
- Holding Technician superior degree in Accounting & Auditing
- Holding Technical Baccalaureate degree in Accounting

WORK EXPERIENCE

Senior Account Manager / IATI - LEBANON

MARCH 2018 - Till Now, LOCATION: Mten-jdeideh

- Responsible for more than 2500 account for travel agencies in Lebanon, Turkey & Middle East area
- Manage resources effectively to support, develop and execute initiatives that reduce cost, manage risk and support innovation and quality
- Update customer accounts status and profile based on an assessment of predefined factors.
- Answered client inquiries in person, email and via telephone concerning systems and network operations

Chief Customer Service Officer/ TicketsAndHotels.com & Hotiks Website

MARCH 2018 - Till Now, LOCATION: Mten- jdeideh

- Handled 150+ daily inbound calls while providing superior customer service to customers as it pertains to account, billing and technical support
- Actively uses continuous improvement tools to improve quality, delivery and customer satisfaction
- Handled contracts with external suppliers/providers , approvals, invoices and payments

Accountant /MALLAH est. for accounting & auditing

JUNE 2016 - Till AUGUST 2019, LOCATION: DORA

- Creating a journal voucher, Amortization, inventory
- Examine the cycle of purchase, sales and VAT
- Salary tax declaration, payroll, CNSS
- Personal declaration, income tax

Executive Ticketing & Travel Agent/Sky Tours

August 2016 - MARCH 2018, LOCATION: Beirut- haret hreik

- Aid clients with reservations, transfers, booking changes, and cancellation.
- Administered support, maintained the files, accounting, ticketing and data entry
- Responsible for collecting and recording deposits and final payments.

FREELANCE

Group Manager/ Hamlat Taqwaa

December 2016 - Till Now , Location: Beirut

- Travel scheduling, travel consulting, and creating service contracts for group travel
- Developing travel arrangements with authorized air, car, hotel suppliers in cost effective mode.
- Calculate estimate travel rates and expenses for customers

SKILLS

- superior Numeracy / Critical thinker and problem solving
- Exceptional analytical / Logistical planning
- Handling multiple tasks under pressure
- Scheduling and monitoring / Accuracy
- Ability to work under stressful situations and tight time constrain /leadership skills
- Cable of working in nights, weekends, holidays and varying schedules and work both inside and outside in all types of weather conditions

SYSTEMS & PROGRAMS

- Fully **MS Word/PowerPoint/Excel** proficient.
- Accounting Systems:
PeachTree / Dolphin / Oscar / Silcon
- Ticketing & GDS Systems:
Travelport (Galileo) / Sabre / Amadeus / Iati / rnmore
- Online Gateway Systems :
PAYFORT (AMAZON) /MasterCard / Paydollar /Cybersource

REFERENCE AVAIABLE UPON REQUEST