

M A R O U S H K A E L - S A B E H

Name: Maroushka El Sabeh
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Objective:

To pursue a career with a progressive employment opportunity that allows me to utilize my capabilities, expand my skills in a creative and productive manner. Develop my potentials; enhance my knowledge and offering opportunities for a personal and professional growth.

Qualifications Summary:

- Committed to superior customer services and relations
- Computer literate
- Able to perform multiple tasks
- Ability to work independently under strict deadlines
- Patient and uncomplaining
- Providing extra care when dealing with special and VIP passengers
- Can speak, write and understand Fluently Arabic and English

Personal Strength:

- Can work under pressure with good interpersonal skills.
- Disciplined, dedicated, hardworking, energetic, ambitious, organized, trustworthy, ethical and discreet.
- Confident and poised in interacting with individuals at all levels.
- Enthusiastic and able to accept and adapt to new environments.

EDUCATION

2002: Lebanese Baccalaureate/Evangelical School for Boys & Girls

2003: Certificate in Computer operating (Microsoft, Excel)

Technical and languages Center - Lebanon

2004: Certificate in Ticketing and Tourism

(IATA PROGRAME - FOUNDATION)

Technical and languages Center - Lebanon

2010: Employee of the Month Certificate

(official letter from the management- Cozmo Travel-UAE)

2011: Certificate of exceptional performance

(official certificate from the management – Cozmo Travel-UAE)

All Certificates available and stamped from the ministry of education – Lebanon

SKILLS

- Excellent skill on Excel, MS Word, Outlook express, Internet surfing and Internet Research.
- Excellent skills on Galileo, Air Arabia, Fly Dubai, Hoojoozat hotels, reservation systems
- General Knowledge in Geography.
- Ability to understand many areas of travel content.
- Business and Telephone etiquette.
- Cross Selling and Up Selling techniques.
- Organization skills and Time Management

WORK EXPERIENCE

January 2012 – till today NAKHAL TRAVEL IATA AGENT-BSB) – BEIRUT – LEBANON

Position: *Senior Travel consultant - Corporate department*

- Booking and issuing tickets Air-tickets reservations on GALILEO, Air Arabia Flydubai reservation systems
- Handles reservations to sell hotel, insurance and all other services offered by the company to the client.
- Hotel bookings
- Business Visas handling for Corporate clients
- Handles reservations request by phone or e-mail within same working day and as per
- Handling VIP passengers
- Dealing with corporate clients
- Following up with airlines for deals and seat confirmation
- Follows up on queries.
- Informs passenger of rules and regulations concerning his travel.
- Ensures compliance on company's travel policy.
- Reports problems instantly to the Branch Manager
- Making sure professional work and attitude is provided

May 2010 – November 2011 Cozmo travel (IATA AGENT-BSB) – Sharjah – UAE

Position: *Ticketing department Supervisor - Front Office*

- Booking and issuing tickets Air-tickets reservations on Galileo, Air Arabia Flydubai reservation systems)
- Supervision for 10 staff – front office
- Assisting staff in solving any cases with passengers
- Preparing their monthly roaster
- Handling VIP passengers
- Dealing with corporate clients
- Supervising staff productivity
- Supervising staff if any misunderstanding or any problems faced
- Making sure professional work and attitude is provided
- Following up with airlines for deals and seat confirmation

April 2007- May 2010 Regency Travel – Ajman UAE

Position: *Travel Consultant*

- Booking and issuing tickets (Air-tickets reservations on Galileo, Air Arabia Flydubai reservation systems)
- Following up with airlines for seat confirmation
- Handling phone calls
- Handling VIP passengers
- Dealing with corporate clients
- Managing company files and invoices
- Assistant manager
- Closing daily reports
- Making invoices and following up with cooperates

2005- 2006 – Ulysse Voyage – Lebanon

Position: *Travel Consultant*

- Booking and issuing tickets Air-tickets reservations on Galileo, Air Arabia Flydubai reservation systems)
- Following up with airlines for seat confirmation
- Handling phone calls
- Handling VIP passengers
- Dealing with corporate clients
- Managing company files and invoices
- Assistant manager
- Making invoices and following up with cooperates

2004 – 2005 Oscar Travel - Lebanon

Position: *Travel Consultant*

- Booking and issuing tickets Air-tickets reservations on Galileo, Air Arabia Flydubai reservation systems)
- Following up with airlines for seat confirmation
- Handling phone calls
- Managing company files and invoices
- Assistant manager
- Handling VIP passengers
- Dealing with corporate clients
- Making invoices and following up with cooperates

LANGUAGES

Arabic, mother tongue.

English written, spoken and read fluently.

French, fare spoken and read.

INTERESTS

Music, movies

REFERENCES

Available upon request