

TALAL HILAL

Sales & Marketing Manager | Operations Manager

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Professional Summary

Enthusiastic and self-motivated professional with more than 15 years of experience in the hospitality industry. Succeeded in building and leading teams while managing and resolving problems timely and accurately. Proficient in enhancing teams' levels of performance through devising trainings that contribute to the upgrade of skills and techniques that help build and retain customer relations, moreover, developing procedures to achieve high levels of efficiency in the workplace.

Skills

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|------------------------|---------------------|-----------------------|----------------------|------------------------|
| • Communication | • Analysis | • Planning | • Customer Relations | • Marketing Strategies |
| • Team Leadership | • Accuracy | • Organization Skills | • Crisis Management | • Sales Techniques |
| • Interpersonal Skills | • Employee Training | • Time Management | • Supplier Relations | • Microsoft Office |

Work Experience

Tour Beirut - Beirut, Lebanon

Sales and Marketing Manager | 2020 - 2025

- Oversee day-to-day sales tasks carried out by team members to ensure a smooth flow of operations
- Forecast the market to have a close insight on the competition
- Assess the marketing techniques followed and collaborate with the team to enhance methods and procedures for a better reach
- Cultivate client and partnership relations by resolving conflicts immediately and professionally plus keep a high quality service

Head of Operations | 2018 - 2020

- Manage operations at different departments performed by staff and managers plus work on training and developing teams' skills
- Review workloads and staffing of Operations Team to ensure execution of land and cruise tour programs
- Contribute to system improvements then properly communicate those changes with all departments across the company
- Define departmental activities and communications to ensure best practices, adherence to standards and operational efficiency
- Drive enhancements on tour operations leading to increased guest satisfaction, therefore, profit increase

Alpha Destination Management - Dubai United Arab Emirates

Operations Manager | 2013 - 2018

- Direct the provision of services and ensure that daily operations are untroubled and well-ordered
- Set goals and objectives then make sure that teams of different departments collaborate to achieve them
- Monitor existing processes, analyze their effectiveness then, establish procedures and enhance already existing ones for increased efficiency
- Evaluate employees, assess their level of performance plus design training programs to help build their professional expertise and soft skills

Transportation Manager | 2011 - 2013

- Build supplier relationships and govern the execution all transportation matters
- Schedule time of delivery and route, plus make sure that vehicles comply with safety standards and legal requirements
- Dispatch drivers, assign their job orders and explain thoroughly what is expected of them
- Respond to any inquiries and find solutions to problems in a timely manner

Customer Service Agent | 2009 - 2011

- Assist clients and provide them with necessary information to fulfill their requirements plus guide them through the process
- Investigate received complaints and discuss the issues with the drivers and suppliers to find suitable solutions
- Generate feedback reports to be shared with agents and prepare compensations accordingly

Inbound Reservation Agent and Operation Executive | 2006 - 2009

- Greet clients, listen to their requests and advise them on the prices and availability to then make the reservation accordingly
- Arrange the transfer of the clients and confirm the transportation request with the supplier to avoid any dispute
- Prepare the schedule of the arrival list and assign airport representatives
- Collaborate with hotels and other transport companies for ground handling at the airport after booking and confirming required services to guarantee a high quality service and increased customer satisfaction

Education

Bachelor of Engineering in Software Engineering | Belarussian National Technical University

Master's Degree in Software Engineering | Belarussian National Technical University

Languages

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|-----------------|--------------------|-----------------------|--------------------|
| • Native Arabic | • Advanced English | • Professional French | • Advanced Russian |
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Certificates

Ticketing Certificate | CIS College | January 2023