

Abed El Rahman Saab

Ticketing Supervisor



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📍 choueifat, aamroussieh

📅 2005-01-18

🚩 Lebanese

👤 single

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📄 PROFILE

As a dedicated and adaptable person, my skills can contribute to achieving organizational goals such as teamwork problem-solving abilities, time management, strong communication and proficiency, aiming to enhance productivity and learn more to help drive the strategic objectives of a company forward.

So In brief, i am willing to work at anything that can make me improve and develop more and be more professional in my work

🌐 LANGUAGES

English

Arabic

French
Beginner Level

👜 PROFESSIONAL EXPERIENCE

HMS Travel

Ticketing Supervisor

07/2023 – Present | Beirut, Achrafieh, Lebanon

key responsibilities:

- supervised daily operations of the ticketing department ensuring timely and accurate issuance of flight tickets.
- managed a team of ticketing agents, providing training, and support to maintain high customer service and shed light on their performances
- handled complex booking and rebooking requests, fare calculations, refunds, and travel itinerary modifications.
- ensured compliance with airlines regulations and rules
- coordinated with airlines, corporate clients, and internal departments to solve issues.
- ensured that customers have fulfilled their needs by advising them and after-sales support

Jghannam Travel

Ticketing Salesman

01/2023 – 04/2023 | Choueifat, lebanon

key responsibilities:

- Assisted clients in booking domestic and international flights ensuring best routes and fares to meet their needs.
- Utilized Amadeus for issuing, reissuing, and cancelling tickets.
- coordinated with airlines for special requests and seat availability.

🎓 EDUCATION

BS in ITOM (Information Technology and Operations Management)

Lebanese American Univeristy (LAU)

01/2023 – Present | Beirut, Lebanon

- currently continuing senior year at LAU for my Bachelor's degree with GPA 3.0
- developed strong analytical, communication, and teamwork skills through working on group projects and presentations.
- contributed to a diverse, dynamic work environment

Lebanese Baccalaureate in Economics and Sociology

Amjad High School

09/2007 – 07/2022 | Choueifat, Der Qoubel, lebanon

- Graduated with solid academic performance.
- Built discipline and strong time management.

SKILLS

- Technical Skills
- Database Management (SQL)
- Enterprise Resource Planning (ERP) Systems
- Microsoft Excel (Advanced)
- Programming Basics (Python and C- sharp)
- Operations and Business Skills
- Operations Management & Process Optimization
- Supply Chain Management Principles
- Data Analysis and reporting
- Soft Skills
- Critical Thinking & Problem Solving
- Time Management and organization
- Team Collaboration

INTERESTS

- Finance
- Cyber Security
- AI

CERTIFICATES

- Certificate of Attendance at Amadeus Basic Functionality
- Certificate of completion in AI in Finance at LAU