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PERSONAL INFORMATION

- Marital status : Married
- Nationality : Lebanese
- Born on :22/03/1971
- Place of Birth : Lebanon, Beirut

SPECIALIZATION

Business development Manager ,Regional Sales Manager, leader ship, Product expert & B2B/B2C online system techniques, Controller, Marketing analysis, a capable and results orientated with experience of leading high performance teams and of successfully increasing efficiency and productivity whilst reducing costs and inefficiencies. Ability to keep a level head at all times, nurtures and grow a business, evaluate opportunities and risks and also deliver innovative new solutions to challenge. Possessing excellent client facing and configuration skills and highly successful in helping define company direction, achieving goals and optimizing business.

OBJECTIVE

Looking for an opportunity to associate my managerial skills and knowledge with a progressive team, according to the trends and dynamically works, in order to fulfill the requested objectives.

WORK EXPERIENCE

PMIGC-Lebanon

Business Development Manager 2016-2018

- Improve an organization's market position, also achieved financial growth,
- Negotiate many contract which improved company performance by 40% +.
- Defines long-term organizational strategic goals, as well builds key customer relationships among Airlines & Corporate.

- Identified business opportunities, negotiates and closes business deals, maintaining extensive knowledge of current market conditions I have work with the internal team, marketing staff, and other managers to increase sales opportunities and thereby maximize revenue for the Company.
- Guiding team to find potential new customers, present to them, ultimately convert them into clients, and continue to grow business in the future. Optimized necessary departments & scales that enrich revenue.
- Focusing on the Website & mobile APP to generate sales as well to manage the gaps by updating the team to report for IT to enhance.
- Worked also in the position of Regional Sales Manager to monitor outside team performance lead them to achieve better target.
- Create several department (Visa, group, indoor sales, off line issuing, website analyst, marketing) to help achieving better revenue.
- Focusing on charters deal to upload on IATI with best commission deal to the company.
- Managing agency to have online tools B2B/B2C (aweb/travelweb) that enrich business as well income to organization.
- Coordinating with account & support departments to improve customer service.

Travelport-Galileo Lebanon:

Operation Manager 2009 -2016:

- Operations manager with experience of successfully coordinating the activities of various departments concerned with the production, pricing, sales, and distribution of products & services. Comfortable working with people of all levels, having an excellent commercial approach to solve problems and develop business processes. Having proven people management skills, with the ability to manage performance and motivate staff on an individual and team level.
- Providing leadership and management to the business with full responsible for the day- to-day running of various departments. Focus on developed programs that deliver efficiencies, playing a leading role in the mobilization, development and implementation of robust operational processes.
- Duties: Directing various business departments helpdesk, sales, training & airline corporate (ADM'sBSP), to ensure the smooth running of the company. Resolving contractual, commercial issues and disputes. Training and leading a large team, providing discipline and performance feedback.
- Developing positive direct relationships with key business contacts. Schedule the workload to meet priorities and targets. Possessing personality, energy &

charisma to inspire, lead and develop staff. Using MIDT to study market performance & competitors. Analyzing complex data and documentation. Involved in the recruitment and mentoring of new staff. Responsible for achieving all performance related targets. Ensuring that best practice is followed in safety, legality and quality of service. Developing and supporting a cross functional culture of continuous improvement. Assisting company accountants in the formulation of forecasts and budgets. Maintaining excellent relationships with clients and suppliers. Undertaking staff performance reviews.

- Win New Business Retention of old business and increase in SOW for existing multi-GDS client .Sell and increase the usage of products.
- Enhance the knowledge of the customer with product demonstrations.
- Achieving goals and targets, win several awards.

Gulf Air “GF”

Reservation & Ticketing Controller 2001-2009:

- Coordinating the activities of various departments
- Ensure the correct aircraft assignments are displayed on the operations control system including the build-up of data for each flight.
- Make tactical and operational decisions in adjusting resources to meet flight schedules.
- Coordinate with all operational departments, airport office as required.
- Provide appropriate notices to affected departments and down line stations on any unplanned flight disruption.
- Achieve targets on 2007 and win an awards
- Controlling yield during seasonality and Stocks
- Controlling Group yield.
- Focusing on corporate for better achievements.
- Controlling the Preflight check & manifest.
- Monitoring front desk staff for better customer services
- Monitoring all PTA's & ADM's.
- Make sure that staffs have well knowledge about every update to the CRS & crafts.

Kuwait Airways 2001

Account Agent:

Responsible on reservation & ticketing, focuses on good customer services, focusing on frequent traveler.

Iran Air 2000-2001

Reservation & ticketing Agent:

Responsible on reservation & ticketing, focuses on good customer services, working on Gabriel system, focusing on yield.

Sahara Travel 2000

Counter supervisor & Executive secretary:
Supervising Ticketing & Reservation department, organize and filing maid documents.

LOT Air 1999

Counter Agent:
Responsible on reservation & ticketing, focuses on good customer services.

Telco Travel 1998

Account staff responsible on reservation, ticket, DHL, Western union, working on RD accounting system.

QUALIFICATION

- a. Gabriel training courses.
- b. Computer skills
- c. High job commitment and involvement
- d. Eagerness to learn new things and to gain new skills
- e. Microsoft Office experience
- f. Products experts & Analysis
- g. Marketing analysis & reporting expert.

EDUCATION

- Mathematics study-Saint Saverious College
- MTC Academy : Ticketing & Reservation
- MTC Academy : Computer skills
- Galileo Training Courses
- Amadeus Training Courses
- Worldspan Training Courses
- Sabre Training courses
- Galileo Reservation & Ticketing Certificate.
- Amadeus Reservation & Ticketing Certificate

KEY SKILLS AND COMPETENCIES

1. Fundamentals of search Sales Effectiveness Certificate

2. Travelport Universal API knowledge refresh certificate
3. End of year certificate 2015
4. Travelport smart point 6.5 support certificate
5. Merchandising and low cost carrier focus sales effectiveness certificate
6. Travelport Smartpoint for sales effectiveness certificate.
7. Travelport Hotel zone sales effectiveness certificate.
8. Travelport Rapid Reprice Sales effectiveness Certificate.
9. Travelport Hotel & Car Sales Effectiveness certificate.
10. Gulf Air Basic F1 course –Bahrain
11. Gulf Air Basic F2 course-Bahrain
12. Standard Fare Construction (SCF) –GF
13. Reissue /Exchange GF

INTERESTS

1. Composing Poems
2. Tennis, swimming, and spiritual treatments.
3. Passion for travel, experiencing new places and involving with new people.
4. Attending preference of different kinds of events.

WORK SKILLS

1. Excellent hands on management & communications skills.
2. Have the ability to communicate and present confidently, clearly and expressively.
3. Accustomed to working with senior management.
4. Able to think laterally to create options and solutions.
5. Skilled negotiator with ability to lead, motivate and build successful teams.
6. Understand all legal, regulatory, information security and compliance requirements.
7. Proven influence with experience in a commercial environment.
8. Achieve targets in a dynamic and complex business environment.
9. Building and maintaining strong and effective relationships with suppliers and customers.
10. Marketing Strategy, sales manager, negotiation, business development, team leadership, marketing, sales management, team management, customer service, management skills.