



EBRAHIM ABDULGADIR AL JUNEID

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SKILLS SUMMARY

Strategic:

Business Development
Key Account Management
Customer Experience
Service Excellence

Operational:

Passenger Services
Reservations Management
Tour Packages
Grievance Management

EDUCATION

**University of Dar Es Salaam,
Tanzania**

BCom in Business
Administration (2004)

**Asia Pacific Institute of
Information Technology,
Malaysia**
Diploma in Business with
Information Technology (1999)

UBS Corporation, Malaysia
UBS Computerized Accounting
(2000)

PERSONAL INFORMATION

Date of Birth: 15th Dec 1977

Marital Status: Married

Nationality: Tanzanian

Languages: English, Arabic,
Malay, Swahili

EXECUTIVE PROFILE

A management professional with 16+ years of diversified experience in the field of service and operations management, sales management and business development within the travel and leisure and F & B sector. Seeking a position to implement twin benefits of acquired business know-how and industry savvy to catalyze organizational excellence.

WORK EXPERIENCE

Sr. Hotel Consultant

January 2014 – August 2020

**Destination & Leisure Management Company (DLMC), Arabian Adventures,
Emirates Airlines**

Awards & Accolades:

- **Najm Merit:** In recognition for excellent idea to immediately recycle the Welcome Packages that are left over in the airport on arrival, this was previously a time consuming, weekly process. This great idea helps to streamline operations and improve the staff and clients experience.
- **Najm Merit:** In recognition of incredible team achievement, successfully managed to meet 396 out of 400 delegates for INTEL Group across 2 terminals, without any flight manifest or passenger information. This demonstrates great initiative and commitment to deliver high quality service regardless of the situation.
- **Najm Appreciation:** To thank you for all your hard work, dedication and achieving fantastic customer service results throughout the busy winter period

Achievements:

- As the first point of contact for customer complaints, reviewed and investigated issues and resolved the same ensuring customer satisfaction at all times.
- Implemented continuous improvement measures for all processes internally.
- Suggested several ideas to improve operation and product lines to enable the business to be an innovative market leader (i.e. new and improved products, efficiency improvements, revenue generation ideas and cost reduction opportunities etc.).

Key Responsibilities:

- Selling of hotels bookings and excursions/tours to arrival guests and assist on all booking formalities.
- Tracking of service delivery standards and reporting any shortfall to Head Office, highlighting complaints and any remedial action taken.
- Monitoring the UAE leisure market and communicating changes to Head Office to enable benchmarking of products against those of another DMC's.
- Preparing all pre-arrival documentation (i.e. name boards, visas/documents, welcome packs etc.) and ensuring that customers are met and assisted in a timely and professional manner.
- Allocating staff in all areas for 24 hours to come. That includes all Terminals, and even Sharjah and DWC if required.
- Monitoring flight information screens to establish flight arrival/departure times and assigning staff to meet customers and escort them to the desk.
- Briefing customers on the content of the welcome pack and ensuring they are met at the respective luggage belt.
- Liaising with the transport team and rent-a-car companies with regards to hotel transfers

Sr. Airport Assistant

April 2008 - January 2014

Destination & Leisure Management Company (DLMC), Arabian Adventures, Emirates Airlines, UAE

Key Responsibilities:

- Oversaw all passenger services from end to end, organized meet and greet, managed large groups and travel delegations, VIPs and familiarization trips.
- Organized the packing of welcome packs, attended to special service requests and ensured a world class in airport service experience.
- Handled the personal grooming and image maintenance for staff.

Reservation & Ticketing Agent

June 2007 – March 2008

Sykes Travel Agency – Dar-es-Salaam, Tanzania

Key Responsibilities:

- Provided customer service to walk in clients as part of the front-line service team, handled telephone enquires of fares, holiday packages and quotations.
- Issued tickets and managed the preparation of documents of holiday packages to clients.
- Provided after sales reports and managed reconciliation matters for all billing activities.

Multiple Designations

April 2004 – May 2007

Bakhresa Food Products

Designation Chronology:

- Sales, Mktg & Customer Service Manager, Bakhresa Food Products, Bakeries Division, Tanzania **Jan 2005 – May 2007**
- Asst Sales/Marketing & Customer Service Manager, Ice Cream Division, Tanzania **April 2004 – Dec 2004**

Key Responsibilities:

- Built and developed intimate relationships across key accounts through constant monitoring of solutions to grow and support the business.
- Planned and implemented overall strategy involving major accounts within the product range and created avenues for development of potential key accounts.
- Maintained direct contact with clients, negotiated terms of sales, coordinated logistics and economics of supply and resolved service issues if any.
- Evolved strategies, aims and objectives, set territory specific targets across different product lines and worked on methods to achieve the same in a cost-effective manner.
- Delivered sales and account growth, serviced all aspects of the sales plan across designated key accounts and business prospects.
- Kept records of collection and status of accounts up to date, received payments and posted respective amounts to customer's account and negotiated credit extensions when necessary.
- Resolved conflicts and mitigated complaints, settling disputes and grievances among customers to ensure smooth operational relationships.

REFERENCES WILL BE AVAILABLE UPON REQUEST