

Dayana ANNOUS

Business administration and management graduate with proven communication, travel planning, and management skills. Seeking for an administrative position to leverage my knowledge and experience to make innovative decisions that will allow me to achieve the goals of the company.



CAREER:

September 2014- Today **Travel Consultant and Manager, MARCOPOLO TRAVEL AGENCY, Lebanon**

- Use different reservation systems, to research and report on pricing, availability, hotels.
- Research about various destinations and means of travel regarding prices, customs, weather conditions, reviews.
- Promote packages, confirm reservations, generate itineraries and correspondence, process payments, and issue tickets.
- Diagnose the clients' specifications and wishes and suggest suitable travel packages or services.
- Organize travels from beginning to end, through booking tickets and accommodation, securing rental transportation.
- Promote the acceptance of fares, rates, and suppliers that match the client's travel program policies and negotiated contracts.
- Reach the highest target.
- Train staffs on GDS systems.
- Collect deposits and balances and keep financial statements and documents.
- Establish, develop, and maintain trust and loyalty over time and through changes.
- Use promotional techniques and prepare promotional materials to sell itinerary tour packages.
- Attend conferences to maintain familiarity with tourism trends
- Create and update electronic records of clients.
- Maintain relationships with key persons and airlines.
- Handle with VIP passengers.
- Prepare, review and report on budgets and expenditure.
- Allocate and maintain the office budget, expenses, accounts and invoices.
- Handle internal and external requests.

EDUCATION:

April 2019 Masters in banking and finance, **University Libano-Francaise (U.L)**, Lebanon

July 2018 Certificate in the professional practice of mediation, **Saint Joseph University (USJ)**, Lebanon

July 2014 BA in Business Administration and Management, **Saint Joseph University (USJ)**, Lebanon

July 2010 French Bac, **Lycée Alphonse de Lamartine**, Lebanon

CONTACT:

+971 55 146 0661

dayana_annous@hotmail.com

<https://www.linkedin.com/in/dayana-annous/>

Dubai, United Arab Emirates

Age: 29 Years

Nationality: Lebanese

SKILLS:

- Management
- Problem solving
- Sense of organization
- Initiative
- Co-worker relationship
- Responsibility

LANGUAGES:

Arabic: Native
French: Fluent
English: Fluent

IT SKILLS:

Microsoft Office
Travelport- Galileo
Sabre red

HOBBIES:

Reading
Traveling

CERTIFICATES:

Body Language
Advanced
Leadership: Deep dive into kingship
Presentation skills
Communication skills