

CURRICULUM VITAE



Arwa Kammoun

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Date of Birth	:	21/03/1986
Marital Status	:	Married
Nationality	:	Tunisian
Language Proficiency	:	Arabic, English, French

OBJECTIVES

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- Desire to work in a challenging environment where my professional skills and personal abilities can be utilized to full advantage.

SKILLS

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- Excellent skills in Organizing, Scheduling and prioritizing work activities.
 - Deliver desired output in the given time frame at optimum cost through proper Planning, Scheduling,
 - System establishment and Relationship management.
 - To accept new challenges and grow skills and knowledge.

ACADEMIC AND PROFESSIONAL QUALIFICATION

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|-------------|---|------------------|
| • 2005/2010 | Literature and Human Sciences University | Sousse Tunisia |
| | Bachelor Degree – French Literature | |
| • June 2005 | Dar Lamem Secondary School | Qairawan Tunisia |
| | Baccalaureate Certificate, Literature Section | |

COMPUTER PROFICIENCY

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- Conversant with MS-Office (Excel & Word), Internet, Epitome, Opera , ...

PROFESSIONAL EXPERIENCE

May 2013 till Now

FLY EMIRATES

Customer Sales & Services Agent

- Ensure the highest standard of customer service is provided to customers of Emirates, provide them with details on Emirates tariff fares and actively issue online tickets and sell related products.
- Issue Emirates tickets to customers ensuring that all necessary airline rules and regulations are incorporated and that the customer request is met in order to provide them with excellent service.
- Highlight to customers the legal requirements covering their journey such as passport, visa & health requirements and other details such as check-in place and time.
- Actively enhance Emirates revenue earnings by providing options to Customer on all Products and services such as Skywards membership, DBB, Dubai stopovers, hotel bookings and upgraded fares.
- Ensure that all necessary ticket related documentation is filed; time tables updated, brochures, sale and promotional material is properly displayed on individual counters providing various options to the customer which will assist in increasing sales. (Réservations and Ticketing Offices only).

May 2012 November 2012

MOVENPICK Jumeirah Beach

Team Leader

- Deliver excellent customer service, at all times, ensuring guests' comfort and safety
- Ensure that all bedrooms/conference rooms and areas under your responsibility are checked thoroughly at the end of every shift, confirming that they meet our standards
- Control and manage all new credit application accounts, sales ledger management and payment

administration

- Report any security issues to the hotel manager immediately
- Carry out instructions given by the management team and head office job description

Provide Reports as required for hotel management

November 2011 May 2012

Fraser Suits Doha (5* Luxury Apartments)

Guest Relation Executive

- Plan and coordinate the provision of friendly, efficient services to guests
 - Schedule activities for guests
 - Plan and coordinate all promotional activities targeting clients
 - Trace relevant statistics about clientele
 - Coordinate and supervise all activities for guests
 - Assist with check-ins / check-outs of clients
 - Greet Guests upon arrival
 - Assist guests with airline bookings and reconfirmation's
 - Assist all departments in being receptive to the needs of guests
 - Assist staff with language and culture
 - Attend recreation activities when necessary
 - Plan and conduct group and function rundown meetings
 - Assist in any other duties when required by the Front Office Manager
 - Assist with translations (information: guest directory; menus etc.) as required
 - Provide feedback from Guests to Front Office Manager for action
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June 2007 – August 2011 (full time during my study)

MOVENPICK

Administrative Assistant

- Managing correspondence
- Retrieving documents
- Maintaining data entry applications
- Reception duties
- Managing the cleaning staff
- Writing meeting notes
- Support managers and colleagues
- Greeting and assisting guests
- Maintaining filing systems.
- Directing calls from switchboard
- Answering phone calls
- Responding to faxes
- Distributing posts
- Scheduling appointments and travel arrangements
- Booking hotels, and conference rooms

April 2006 – May 2007

Zara Tunisia

Sales Executive

- Recording sales and order information and sending copies to the sales office, or entering into a computer system
- Responsibility
- Good relations with customers
- Consumer durables

Skills

Professionalism
Prioritizing tasks
Telephone conversations

Organization and record keeping
Information technology skills
Handling office equipment
Team working skills
Technical skills
Flexibility and adaptability
Methodical
Typing skills
Communication and grammar
Mathematical skills
Accuracy
Consistent performance

Hobbies

Reading, swimming, documentary, sports, traveling

All the educational degree certificates and experiences letters are available upon request

References available upon request