

Ahmed Soliman  
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### **Personal Details**

Date of Birth: 14 Oct 1987  
Place of Birth: Cairo, Egypt

### **Work Experience**

Dec 2017 – Mar 2020

**Senior Travel Consultant**  
**DUBAI, Jumeirah Lake Towers**

- Helping Clients with travel planning, vacation packages, travel advice
- Marketing & selling Leisure packages including (Airlines, Hotels, Tours, Car rental, etc.)
- Attending calls and providing passengers with best destination with best deals
- Making professional, accurate, cost effective travel arrangements with excellent service

holidayme

Feb 2017 – Nov 2017

**Relationship Officer**  
**DUBAI, Dubai Outsourcing Zone**

- Contact potential or existing customers to Sell them our credit cards & other services
- Targeting NTB, NTP and OTP customers for potential sales for different types of credit cards
- Working on different channels to get Deals like CRM, Dialer, Documents, paperless and Preapproved listed customers
- Follow up with different departments like Audit, operations and credit operations team
- Go the "extra mile" to meet sales quota & facilitate future sales.
- Building rapport with Existing or new customers to maintain good relations with them for closing deals

mashreq  المشرق  
WE MAKE POSSIBLE

March 2013 – Aug 2016

**Senior Travel Consultant**  
**DOHA, QATAR**

- Issuing tickets by "IPO" for supreme council of health
- Handling urgent cases Tickets for overseas treatment
- Helping clients with travel planning & vacation packages
- Marketing & selling vacation packages including airlines, hotels, Insurance, car rent, etc.
- Attending calls and providing passengers with best destinations
- Making professional, accurate, cost effective travel arrangements for clients

  
ريجنسي للسفرات والسياحة  
REGENCY TRAVEL & TOURS

- Design flight itineraries for both Domestic (inbound) and International travel (outbound)
- Excellent contacts with suppliers/ travel agents and corporate for Group movements Incentive travel and MICE
- Ask feedback from clients regards to organization of tours and travel services & provide excellent customer-service

**Achievements:**

- Top seller 2014-2015 in my implant. the achieved target 200% (57 million QAR)
- Developed my skills to be responsible for leading a team and for the senior position

Jun 2009 – Dec2012

**Customer Service Representative & Quality Assurance Specialist**



CAIRO, EGYPT

- Handling customer inquiries & complaints - provide them with Product knowledge and follow up customer's files
- Targeting and monitoring call center calls, monitoring survey team calls, auditing on company website and doing mystery visiting for showrooms & company stores as a role of "Quality Assurance Specialist"
- Supervise and motivate a survey team to ensure that all projects scheduled are carried out within standard procedures, survey methodology and specified instructions

**Education**

2004-2008                      Bachelor of Commerce - Accounting  
Ain Shams university, *Cairo, Egypt*

**Skills**

***Computer Skills:***

- Excellent Knowledge of Windows & Internet
- Very Good Knowledge of MS Office
- Very good working on GDS- Amadeus
- Very good working on the online booking websites (GTA, Lots of Hotels, TBO, Hotelbeds & Rezlive, etc.)

***Language Skills:***

- Arabic (mother tongue)
- English (spoken: fluently; written: highly proficient)
- German (Elementary Level, A1)

***Soft Skills:***

- Customer details oriented, reliable, decisive & problem solver
- Positive mind, highly patience with people, teachable & eager to learn new things
- Ability to meet deadlines and achieve agreed targets, Multi task & future planner
- Ability to present the organization at the highest level & be a brand ambassador
- High communication, leadership, team-building, and team working spirit

### **Training**

#### ***Voice Coaching course at "ONA Academy "which included:***

- Vital elements of vocal techniques and voice work. It focuses on diction, breathing from the abdomen, relaxation techniques, concentration, balance, self-confidence, visualization etc.
- Vocal characteristics and their impact on the listener
- Stress management and dealing with fear, nerves and emotions overall
- The level of the voice and its presence
- Articulation, diction and intonation

#### **Soft Skills course at " New Horizons "which included:**

- Communication skills certificate of training from "New Horizons" April 2008 (12hours)
- Presentation skills certificate of training from " New Horizons" April 2008 (24 hours)
- Time & Stress Management certificate of training from " New Horizons" April 2008 (12 hours)

#### **Customer Service & Business awareness Diploma certificate of training from "American Business**

### **INTERESTS**

Travel, UFC, Swimming, working out, yoga, outdoors & coffeeholic

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### **About**

- Passionate about startups, entrepreneurship – seeking for new challenge related to Fintech, Ecommerce, Internet & Food Tech
- Am in love with Airlines industry & exploring the world