



Hello!
I'm OMNIA
ADEL

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LANGUAGES



ARABIC
(Mother Tongue)

ENGLISH
(Fluent)

SPANISH
(Good)

OBJECTIVE



A self-motivated, influential presenter and marketing oriented, work as a part of a team, Able to problem solving and analytical skills.

EDUCATION



Tourism and Hotel Management
Alexandria University 2012

WORK EXPERIENCE



Air link international / Business travel consultant.
April, 2019 Till March 2020, Dubai, UAE

- Working on B2B Systems (TBO – Hotel Bed – DOTW- GRN, etc ...)
- Ticketing Systems (Sabre 2019)
- Handling the travel arrangements of business and executive people or Enterprise accounts.
- Select the most reliable, safe, industry compliant and luxurious options to recommend to their customers.
- Planning Tour Packages
- Suggest suitable travel options that best suite clients' needs
- Booking hotels, air or sea travel, and car rentals
- Researching travel information
- Assuring client satisfaction
- Networking with industry professionals
- Marketing their services
- Collect deposits and balances.

Fly Dubai / Customer Service Agent.

Feb., 2017 – March 2019, Dubai, UAE

- Confers with customers in order to provide information about products and services, do bookings, modify or cancel reservations, and/or obtain details of complaint.
- Meeting the monthly targets in terms of Revenue, Ancillary and Quality.
- Manage and resolve customer's complaints.
- Identify and escalate priority issues from Customers.

WORK EXPERIENCE

Travel Point / Aviation and Operation Executive Feb., 2014 – Jan., 2017, Dubai, UAE

- Creating and putting up displays at trade events.
- Representing the company at fairs and exhibitions.
- Handling group bookings for many countries such as Turkey, Europe, UAE, Malaysia and Thailand.
- Providing general and specific advice about different travel destination.
- Drawing up complicated travel itineraries and ensuring that all the needs of the customer are met.
- Making agreements for transport, accommodation, tours, and activities.
- Contacting airlines, hotels, and ground transport companies such as coaching operators to make arrangements.
- Advising the customer about travel issues including required documentation and financial matters, such as appropriate exchange rates.
- Performing general administrative tasks and planning and advertising different promotions.

IMDAAD LLC, Dubai, AE – Call Center Agent Jun, 2013 – Jan, 2014

- Receiving Facility Management requests over the phone, email, fax and web-chat, and logging it to Maximo system.
- Escalating clients requests in residential and commercial communities to Imdaad's site teams
- Maintaining an acceptable average talk time and following the best call handling practices to ensure a high Service Quality Level
- Issue ticket number and follow up till the case is closed.
- Participate in the 'Survey' activities to measure client's satisfaction level.
- Assist the supervisor and non-Arabic speaking agents in investigating complaints and producing necessary reports.

Eyeres Tour / Operation Coordinator. Feb. 2011 – Apr, 2013, Alexandria, EG

- Preparing Honeymoon Packages for many destinations such as Far East, Europe and America.
- Answer inquiries such as scheduling information,
- Accommodations, procedures and policies.
- Assemble and Issue required documentation such as tickets, Travel insurance policies.
- Confer with customers to determine their service requirements and travel preferences.
- Contact customers to advise them of travel conveyance changes or to confirm reservation.
- Issue ticket by system Amadeus, Sabre.

SKILLS & SYSTEM EXPERTISE



- Strong communication skills
- Motivated and hardworking Flexible to working conditions.
- **System/Application Expertise:** Maximo 7.5
- EAM SAP
- Amadeus Sabre

COURSES & TRAININGS



- Amadeus, Sabre and Galileo Ticketing System
- Business Writing
- ICDL International Certificate

HOBBIES

