

# FADI ABDALLAH

IT HELPDESK SUPPORT

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To become an active member of successful organization and achieve my goals in life by the mean of hard work, confidence, efficiency, commitment and positive efforts. Gain experience and develop my career. Use the knowledge gained from my qualifications.

## EXPERIENCE

2018 – 2020

**TICKET RESERVATION OFFICER**, SHATAWI TRAVEL AND TOURISM

Reservation Agents provide booking and reservation services to customers. These services may include reserving hotel rooms, airline tickets, rental cars, or cruise cabins. work with customers over the phone, in person, or via email and strive to provide excellent customer service.

## EDUCATION

2014-2017

**DIP**, BAYAN COLLEGE

Information Technology

## LANGUAGE

Arabic ●●●●●

English ●●●●○

## ACTIVITIES

Travelling is my passion and I have had many courses on ticketing systems such as:

- Basic Passenger Fares & Ticketing
- Amadeus Basic Reservation
- Amadeus Electronic Ticketing
- Galileo

## **HARD SKILLS**

- Microsoft office 
- Troubleshooting/problem-solving skills 
- Customer service 
- Communication skills 

## **SOFT SKILLS**

- Teamwork
- Interpersonal
  
- Support experience