

Ali Khalifa Abdulla BinHarib Alfalahi

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Objective:

Highly motivated and experienced Sales Support Manager seeking to leverage my skills and achievements to drive revenue growth and contribute to the success of an organization.

Work Experience:

- Sales Support Manager, Etihad Airways DEC-25- 2017 until today
 - Business Development Manager, Muscat, Oman Dec-10-2016 to Dec-10-2017
 - Account Manager, Doha, Qatar Oct-06- 2013 to Nov-23-2014
 - Graduate Manager Development Program 6 months following departments:
 - Flight Planning
 - Strategic Planning
 - Human Recourses
 - Sales and Information of Technology
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- Support sales executives with their role and upcoming data
 - Roadshows
 - Update the market with prices, destinations, and groups, and provide charters.
 - Managed 25 accounts between corporates and travel agents.
 - Developed account plans and set targets for accounts.
 - Improved accounts' performance to meet incentive targets.
 - Handled demanding guests and travel agents' requests.
 - Resolved issues related to the airline.
 - Sales Support Role (DXB – AUH offices)
 - Awarded Outstanding in the call center scorecard for March/April – 2013
 - Conducted effective meetings with sales team.

Achievements:

- International Air Transport Association (IATA) Certificates
 - ✓ International Negotiation Skills (Jun-2014)
 - ✓ Airline Sales & Key Account Management (Jun-2014)
 - ✓ Airline Customer Service (Jun-2013)
 - ✓ Introduction to the Airline Industry (Sep-2013)

Academic & Technical Qualifications:

- Executive Master of Business Administration, Strategic Management with Excellence GPA (3.68 out of 4), Higher College of Technology (Abu Dhabi, UAE)
- Bachelor of Information Technology Majoring in Management and Marketing GPA (4.5 out of 6), Griffith University (Brisbane, Australia), Nov-2011
- Level 3 BTEC I National Diploma in IT Practitioners (GENERAL) from EDEXCEL (2008), National Institute for Vocational Education (Dubai, UAE)

Interpersonal Skills:

- ✓ Teamwork, Communication, Negotiation and Appreciation.
- ✓ Positive, Passionate, Willing to Learn, Can-do attitude.
- ✓ Strong customer service skills and communication.
- ✓ Effective account management and problem-solving abilities.
- ✓ Knowledgeable in internet marketing and product knowledge.
- ✓ Experienced in sales strategy and management practices.
- ✓ Proficient in management strategies and decision-making

Voluntary Work:

- ✓ Certificate of Appreciation for contribution to the Emiratization Roadshow, Etihad Airways (July-2012)
- ✓ Abu Dhabi Ambassador Program
- ✓ Certificate of Appreciation for demonstrating the value of "Acting Positively."
- ✓ Several certificates awarded from Etihad Airways for supporting Sales and Management roles.
- ✓ Volunteer work to help refugees in UAE camps and provide meals for iftar to the underprivileged

Languages and Interests:

- ✓ Excellent written and spoken proficiency in both Arabic and English
- ✓ Biker and water sports plus football

Reference:

References available upon request.