

Diaa Eldin Azab



OBJECTIVE:

Seeking a position of Travel Consultant with Fast Travels utilizing skills and knowledge of travel procedures and protocols in order to add to the company's customer base.

Contact Information

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Address: Alexandria, Egypt

Personal Profile

Birth Date: 24 December 1984 (Age: 29)

Gender: Male

Nationality: Egypt

Residence Country: Egypt

Marital Status: Married

Education

Bachelor's degree / guiding dep.

At tourism & hotels faculty

Location: Alexandria University, Egypt - May 2006

Grade: 73, 78 %

KEY QUALIFICATIONS

- Worked as a Travel Consultant for two productive years
- Highly skilled in planning and selling itinerary tour packages and promotional incentives
- Hands on experience in anticipating customers' needs and planning tours accordingly
- In depth knowledge of hotel reservations and auxiliary transportation

SPECIAL SKILLS AND STRENGTHS

- Strong Amadeus skills
- Basic knowledge of Galileo
- Proven ability to manage multiple projects at the same time
- Ability to lead teams and maintain work volume
- Positive attitude
- Excellence communication skills
- Capable of maintaining a favorable company image

Work Experience:

Nov 2014-Mar 2015

Reservation Executive



At Valencia Tours LLC

Location: Dubai, UAE

Job role

Offer and confirm the best rates for Hotels in Dubai which combined with other services like Airport transfer & excursions.

Ensure the guest satisfaction and the quality of the service by following every booking up till the time of the check-out.

March 2013 – AUG 2014

Senior Travel consultant



At Regency travel & tours

Location: Doha, Qatar

Company Industry: Hospitality/Tourism/Travel

Job role

- Promoting and recommending various travel destinations
- Book flights, hotel rooms and arrange other travel plans for my clients.
- Selling all travel products; International and Domestic airline tickets, all categories of Hotels & Cruises, Travel insurance, International train tickets, Excursions and Tours worldwide, all means of vehicle transportation
- Assisting in (IDL) the International Driving license issuance.
- In addition to a good knowledge of all Visa procedures and requirements. Handling VIP clients and build combinable Countries packages worldwide.
- Interface with customers to build solid work relationships
- Provide quotes for travel expenses
- Communicate appropriate information to clients regarding fares and itinerary
- Maintain client profiles for follow-up
- Advise clients on travel arrangements
- Deal with complaints and refunds

Tour leader & Airport representative



At FTI Touristic (Meeting Point)
September 2012 - March 2013

Location: Sharm el Sheikh, Egypt
Company Industry: Hospitality/Tourism/Travel

Job role

Providing knowledge to the tourists in both German and English, also to plan the schedule of all the interesting places where the tourists will feel better and happy, and providing the proper information of the visited places and to ensure making the information interesting and entertaining for the visitors.

June 2011 - April 2012
Independent representative



At QI group (QNET) **Location:**
Alexandria, Egypt **Company**
Industry: Marketing

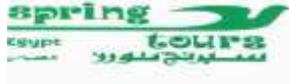
Job role

As a network marketer, my responsibility was as per below

- *Build relationships
- *Duplicate
- *Become good sales people, to sell
- *Contact potential customers or distributors for our company's product
- *Give presentations to people you've set appointments with
- *Enroll at least new prospect as a customer or distributor every week
- *Learn all about the company
- *Learn the marketing or compensation plan
- *Become well versed on the product

September 2008 - April 2011

Tour leader & Airport representative



At spring tours

Location: Sharm El Sheikh, Egypt

Company Industry: Hospitality/Tourism/Travel

Job role

Planning and organizing tours in Egypt. Playing the role of a cultural ambassador, offering commentary and interesting information, which will allow visitors to fully experience and enjoy the Egypt's social, cultural and historical Highlights.

January 2008 - September 2008

Receptionist



At Pick Albatros **Location:** Hurghada, Egypt

Company Industry:

Hospitality/Tourism/Travel

Job role

As a hotel receptionist, my main duties include:

- dealing with bookings by phone, e-mail, letter, fax or face-to-face
- completing procedures when guests arrive and leave
- choosing rooms and handing out keys
- taking and passing on messages to guests
- dealing with special requests from guests (like booking theater tickets or storing valuable items)
- answering questions about what the hotel offers and the surrounding area
- dealing with complaints or problems.

OTHER CERTIFICATES:



(Amadeus basic) with a degree granted A- from Amadeus Egypt in July 2015.



2015 Galileo Professional & Document Production Course.
(Travel Port Egypt)

2011 BA Diploma from WINNINGEGYPT.



2007 The Goethe-Certificate A1: Start Deutsch from Goethe, Alexandria Egypt.



2007 Intermediate level English course at the Ministry of defense Language institute (MOLDI, Egypt).

Skills

Communication & presentation skills

Level: Expert

Outlook & office tools

Level: Expert

Languages

English

Level: Fluent

German

Level: Intermediate

Arabic

Level: Mother tongue