



Mai Mohamed AbdelAzeem
Business Development Manager

A dedicated passionate hard worker with multiple experiences in office rental, tourism and airline sector in Egypt and UAE.

I have Eight years of experience in business and i would like to contribute to a business with my excellent skills and past work experience

I believe that the efficient use of my experiences, languages, skills and the great passion I have towards my career and success would add to my job and my company.

Personal Details

Silicon Oasis

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References available upon request



EDUCATION & CERTIFICATES

BACHELOR OF HOTEL AND TOURISM MANAGEMENT

University of Alexandria

Grade: Very Good

TRAINING COURSES

- ICDL International computer
- Galileo Airline System Reservation from Travel Port
- Negotiation & Presentation skills course (Soft skills)
- Personal Selling Course
- Marketing Principles Course
- Consumer Behavior Course
- Manage information and data
- Leadership and management
- Support sustainability in business environment
- Manage own performance in a business environment
- Uploads clients document and information on CRM

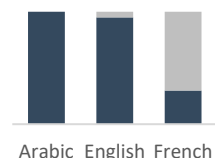


SKILLS

- | | |
|--------------------------------------|----------------------------------|
| - Public Relations | - Interpersonal communication |
| - Microsoft Office | - Networking |
| - Ability to handle rejection | - Analytical and problem solving |
| - Strong Sales Skills | - Presentation skills |
| - Excellent Organizational Abilities | - Negotiation |

Professional

Personal



Arabic English French

Languages



EXPERIENCE

BUSINESS DEVELOPMENT MANAGER

BEST VISION BUSINESS CENTER

Dubai, UAE — Nov. 2020 – Till Present

- Customer service Agent, General office duties such as phoning, filing,
- Developed business plans to achieve the volume expected to meet organizational goals, unit and revenue objectives.
- Increased ancillary sales, year-over-year.
- Managed expenses of center to ensure that stay in line with our budget
- Built strong relationships with current and prospective customers, in person, in the market and over the phone.
- Strong leadership skills
- Monitored and measured customer satisfaction
- Responsible for all business operations
- Hold daily meetings with clients to ensure achieve performance.
- Renting offices
- Follow up with the tenants to achieve their requirements



EXPERIENCE

VISA DEPARTMENT MANAGER,

AL NADA TOURISM

Dubai, UAE — Jan. 2016 -Feb. 2020



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- visa issue, typing and following with clients their requests
- Arrange reservations and routing for passengers at request.
- Strong experience with the solution stack to meet the needs of the market facing consulting practice
- Excellent knowledge of traveling software (computer reservations systems, GDS systems and e-travel)
- Speak with clients in person, via e-mail and over the phone to discuss their domestic and international travel plans and provide relevant information in regards to methods of transportation, cultural standards, currency exchange, and travel regulations.
- Maintain strong relationships with VIP traveler using effective verbal and written communication skills
- sending marketing materials, etc.
- Front Desk
- Assisted customers
- Acquires a vast knowledge of the local area to provide guests with information
- Able to work independently, time oriented
- Made recommendations to management on travel policy updates and changes.
- Monitored employee compliance with travel program policies.
- Cultivated and maintained productive relationships with industry vendors.
- Collected and analyzed data on travel costs and usage trends.
- Good knowledge on CRM and Uploads clients document and information on CRM.
- Strong experience in dealing with the Visa issuing and related documents
- I Have many suppliers to improve the work
- Worked as a team leader
- Provide superb customer service courteously and efficiently.
- Plan route and computes ticket cost, using schedules, rate books, and computer.
- Inform travel agents in other locations of space reserved or available.
- Telephone customer or Ticket Agent to advise of changes with travel conveyance or to confirm reservation.
- Sells travel insurance.
- Strong experience with the airline and tourism industry.
- Ability to handle multiple clients on any given day
- Strong knowledge of the tourism industry in UAE

Alexandria, Egypt — May 2013 - Dec. 2016

- Supervising a team of 12 employees and managing the day-to-day operations of the department.
- Arranges reservations and routing for passengers at request.
- Provide superb customer service courteously and efficiently.
- Plans route and computes ticket cost, using schedules, rate books, and computer.
- Informs travel agents in other locations of space reserved or available.
- Telephones customer or Ticket Agent to advise of changes with travel conveyance or to confirm reservation.
- Plan tourism trips and follow up with hotel reservation.

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