



SHEREHAN ALAA MAMDOUH YOUSSEF

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PERSONAL INFORMATION

Date of Birth: 10 / 21 / 1983.
Place of birth: Cairo, Egypt.
Nationality: Egyptian.
Religion: Muslim.
Marital status: Single.

Seeking a job opportunity in a well-known reputable company where I can improve my career, experience, qualifications and personal skills.

EDUCATION

Ain Shams University 1999 --- 2004
Bachelor, Faculty of Arts. Ancient European Civilization Section
Cairo, Egypt
Grade: Verv Good

COMPETENCES

Aug 15/2004 --- Dec 01/2004
Basic Business skills acquisition [BBSA]
Sponsored by the Future Generation Foundation [FGF] Cairo, Egypt

Objectives: -

Developed Language and Computer Skills.
Enhanced Presentation & Project Development Skills.
Acquired Basic Business Skills Including:
Marketing, Sales, Banking, Accounting, Business
Correspondence and Report Writing

Computer course in Armed Forced Qualifying Center

Developed Computer Skills.

Italian course in Don Bosco Institute

Developed Italian Language Skills.

SKILLS

COMPUTER SKILLS:

Excellent knowledge of M.S Word, M.S Excel, M.S Macro, Outlook.
Very Good knowledge of M. S Power .Point.
Good knowledge of M.S Access.
Application for communication: Internet, E-Mail, GEMS, Oracle,
Altea CMS, Amadeus.

LANGUAGE SKILLS:

Native language: Arabic.
Excellent Command of both Written and Spoken English.
Good Command of both Written and Spoken Italian, Greek and Latin

INTERESTS

Reading, Calligraphy, Computer, Travelling, Drawing, Running,
Cooking and Music

BUSINESS SKILLS

Time management, Goal setting, Strong interpersonal and
communication skills, Team spirit, ability to multitask, flexibility and
adaptability

REFERENCES

Ahmed Negm

Director of Business Development and Operation- Al Basel Group,
Dubai, United Arab Emirates.
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Jonathan Nzau Mue

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WORK EXPERIENCE

Previous Employment: -

15th Feb 2013 – 06th Feb 2020 (Qatar Airways Co, Doha, Qatar)

Senior Ticketing Agent

Job Description Synopsis: -

- Handle customer requirements professionally ensuring minimum complaints.
- Arranges reservations and routing using timetable, airlines manuals, reference guides, and tariff book.
- Issue tickets and quoting correct fare to passengers.
- Support staff and customers to resolve difficult issues/problems pertaining to reservations and ticketing
- Prepare weekly sales reports.

Training & Strategy Assistant Coordinator

Job Description Synopsis: -

- Delivering trainings and assist in developing training aids
Airport Arabic course for non-Arabic Speakers
- Designs individual and group training plans
- Collaborates with Resource Optimization/Resource Allocation to plan the Schedule for the training.
- Create classes for the new trainings using ORACLE System.
- Nominate the staff for the training using GEMS System.
- Collaborates with IT to develop a validation check system for the new joiners.
- Notification the staff by sending emails & SMS.
- Follow up on staff absenteeism for trainings.
- Prepare staff roster, nomination, invitation for online trainings "AVSEC, DGR 09, CRO, SMS, HCD, Etc. -----".
- Prepare key performance indicator for the trainers monthly.
- Prepare trainers utilization monthly report.
- prepare weekly & monthly report of completion of all mandatory trainings (EHRT, AVSEC, DGR 09, CRO, SMS, HCD, GSAT, ADC, LB Etc. -----.)

Customer Service Agent

Check in Counters, Gates, Concierge, Transfer Desk and Hub Control Center

Job Description Synopsis

Dealing with passenger requires about flight departures & arrivals.
Checking passengers in, giving seat numbers, Providing boarding passes & luggage labels.
Weighting baggage and collecting any excess weight charges.
Taking care of people with special needs & unaccompanied children.
Calming & reassuring nervous passengers.
Help passengers through immigration & escort them.
Handling DNB passengers & providing EMD, profiling flights and editing itineraries.

Jan 2010 ---- JAN 2013 - National Travel Service, Egypt.

Supervisor Tour Operator - Planning Department

Dec 2008 ----- Dec 2009- Wings Tours Co, Egypt.

Account Manager - Operation Department

May 2005 ----- Jul 2008 - Ginger Tours Co, Egypt.

Tour Operator - Operation Department

Through the period from 2005 – till 2013 I gain an excellent experience in the tourism field and my tasks was as following: -

Job Description Synopsis

- International sales calls & contact with new travel agents for future cooperation possibility in order to open new business relationship.
- Arrange meeting & open new channels with new & current travel agents for future cooperation
- Participated in Exhibitions
(ITB Berlin 2010, ITB Asia 2010, ITE Hong Kong 2010, WTM London 2010)
- Traveling abroad for sales calls with new travel agents
- Organizing & arranging tours and recommending the best package for tourists.
- Hotels Reservation, Cruise Reservation, Tickets Reservation.
- Handling the correspondences with customers & clients through the Internet or Fax, and Translation from Arabic to English & Vice Versa.
- Filling all documents [both of manual and electronic] on daily basis.
- Make Seasonality Quotes & Estimations for programs & tariff.
- Follow up My Department & Preparing weekly, monthly, Annual Report to Improve the Work.
- Handling Incoming and Outgoing Faxes & E- Mails.
- Tours Follow Up & Make Sure Achieving Customers Satisfaction.