



MOHAMED AHMED ZAKI BADR

12 years of experience in UAE & Egypt in hotels industry. To be part of a result-oriented company where my skills in Events, Sales, Reservations, Telephone calls, online bookings, and customer service and knowledge can be utilized towards continued growth and advancement in both ends.

WORK EXPERIENCE



CARAVANA BEACH RESORT Al Zorah - Ajman, UAE
Position: Sales & Events Executive (May 2021 till Present)

- ❖ **As a Sales Executive (Leisure ,GCC, Government & Corporate):**
- ❖ Maintaining good relationship with travel agents for B2C & B2B business.
- ❖ Handling all special requests for the travel agents related to the client's wishes.
- ❖ Making orientation to tour operator to benefit selling the property in a proper way.
- ❖ Handles contracting process and assist in issuing the partner agreements.
- ❖ Issuing contracts to all corporate companies.
- ❖ Signed an agreement with online agencies (booking.com, Agoda, Expedia and WebBeds)
- ❖ Making a new offers in order to keep the company up.
- ❖ Creating travel packages and arrangements for individuals.
- ❖ Fast response with immediate actions to the agent requests to maintain the bookings are handled in a proper way.
- ❖ Conduct market research to identify selling possibilities and evaluate customer needs.
- ❖ Actively seek out new sales opportunities through cold calling, networking, and social media.
- ❖ Set up meetings with potential clients and listen to their wishes and concerns.
- ❖ Prepare and deliver appropriate presentations on products and services.
- ❖ Create frequent reviews and reports with sales and financial data.

PROFILE

Nationality: Egyptian
Date of Birth: 01st May 1985
Marital Status: Married

CONTACT

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LOCATION

- ❖ **AJMAN , UAE**

EDUCATION

- ❖ UNIVERSITY LEVEL:
- ❖ ZAGAZIG UNIVERSITY, BACHELOR OF PHYSICAL EDUCATION (2002-2006)

LANGUAGES

- ❖ Arabic (Mother Tongue)
- ❖ English (Full Professional)
- ❖ Russian (Basic)

QUALIFICATIONS

- ❖ Proven experience as a Sales Executive or relevant role.
- ❖ Experiences in Sales.
- ❖ Strong in inter-personal and leadership skills.

- ❖ Ensure the availability of stock for sales and demonstrations.
- ❖ Participate on behalf of the company in exhibitions or conferences.
- ❖ Negotiate/close deals and handle complaints or objections.
- ❖ Collaborate with team members to achieve better results.
- ❖ Gather feedback from customers or prospects and share with internal teams.
- ❖ Previous experience in direct dealing with corporate clients.
- ❖ I was successful in organizing and preparing more than 30 contracts (65%) to travel agencies , online agencies, and corporate companies.

❖ **As an Events Executive (Wedding Planner, Conference & MICE events):**

- ❖ Maintaining and developing client relationships
- ❖ Promoting the company services.
- ❖ Liaising with clients to ascertain their precise event requirements.
- ❖ Conducting face to face meetings with clients.
- ❖ Identify the client's requirements and expectations for each event.
- ❖ Liaise with vendors, exhibitors, and stakeholders during the event planning process to ensure everything is in order.
- ❖ Manage all event set-up, tear down, venues, and follow-up processes.
- ❖ Maintain event budgets.
- ❖ final inspections on the day of the event to ensure everything adheres to the client's standards.
- ❖ Assess an event's overall success and submit findings.
- ❖ I was successful in organizing and preparing for more than 25 events (70%) in 06 months.
- ❖ Previous experience in direct dealing with corporate clients.



Atlantis The Palm (Krezner International) – Dubai,UAE
Position: Sales Administrative Assistant (Jan 2021 till Apr 2021)

- ❖ Provides support to the team & report to Director of Sales.
- ❖ Prepare and update Sales report on a weekly and monthly basis.
- ❖ Handle all travel arrangements including flights, accommodations, travel cash advance and prepare expense report.
- ❖ Organize familiarization trips with running order and conduct Site inspection.

- ❖ Experience in hotels/property management or the entertainment business.
- ❖ Excellent Negotiation skills.
- ❖ Proficiency in English communication
- ❖ Computer literate with a good working knowledge of Microsoft Office & outlook.
- ❖ OPERA Hotel Management System.
- ❖ Telephone Skills and customer service.
- ❖ Effective upselling skills.
- ❖ UAE Driving License.

ACHIEVEMENTS & TRAININGS

- ❖ Awarded as Legend of the month nominee team member for October 2021 at Caravana Beach Resort Al Zorah, Ajman.
- ❖ Certificate of Completion:
“ Front Office Skills Development”
- ❖ Certificate of Completion:
“ Warm Service, Engaging Service & Service Recovery Training at Atlantis the Palm “
- ❖ Certificate of Proficiency:
“ Reservations Sales, Training Service Academy at Atlantis, the Palm “
- ❖ Certificates of Recognition:
- ❖ Part of the Grand opening team of Atlantis the palm in November 2008.
- 2- Atlantis Loyalty Award for completing 05 & 10 Years.
- ❖ Certificate of Completion:
“The Fundamentals of Up-selling course Apr 2021 via LinkedIn “
- ❖ Certificate of achieving the highest Direct sales in 2013 at Atlantis the Palm.

- ❖ Handle phone calls, emails and queries or any other information related to the hotel.
- ❖ Create and follow up on various in-house forms, such as client entertainments, room, and VIP bookings.
- ❖ Handles contracting process and assist in issuing the Partner Agreements
- ❖ Ensures proper requisition and control of office supplies.
- ❖ Oversee office and Sales Resource calendar by updating meetings and events



Atlantis The Palm (Krezner International) – Dubai,UAE
Position: Reservations Supervisor (July 2017 till Dec 2020)

- ❖ Managing telephone, fax and email enquiries in a prompt and professional manner without compromising company standards; ensuring accuracy and attention to details at all times.
- ❖ Ensuring room reservation requests, changes and cancellation received via telephone, fax, email and/or in person in an accurate, complete, and timely manner.
- ❖ Understanding seasonal and historical trends and work within them to ensure maximum occupancy and average room rates.
- ❖ Allocating daily tasks to Reservation Agents and coordinators and ensuring that all tasks are executed accordingly (No Show, Traces, Arrival check, cancellation, OTA commission)
- ❖ Liaising with revenue Department in regard to occupancy
- ❖ Liaising with Sales Department in regard to new contacts, develop sales leads, and respond to sales opportunity in order to maximize revenue.
- ❖ Monitors and controls the entire reservation operation according to the departmental standards.
- ❖ Handling all groups reservation inquiries.
- ❖ Ensure every caller directed to the reservation department receives an optimum level of service and care at all times.
- ❖ Full knowledge of all rates, room types, overall hotel products and hotels' primary competition and drive this with the team.
- ❖ Work with the Sales and Event Department and define booking terms, conditions, and allotments for all transient segments.
- ❖ To oversee revenue input and maintenance in both PMS and Delphi for all groups.
- ❖ Make, analyse and ensuring the smooth implementation of reservations for groups for the Cluster.
- ❖ Able to analyse each enquiry individually and quoting accordingly in line with the hotels' budgets and calendar of events.
- ❖ Manage a group processing system from beginning to end. This will include diary and chase systems, deposit handling confirmed and provisional booking releases.

- ❖ Certificate of achieving the Highest score in IFH in the department (Mystery Shopper) at Atlantis, the Palm.
- ❖ Awarded as Legend of the month nominee team member for March 2010 & November 2014 at Atlantis, the Palm.
- ❖ Awarded as Legend of the year Nominee supervisor 2018 at Atlantis, the Palm.
- ❖ Certificate of the First Aid & Fire safety 2010 & 2015 at Ports, Customs, Free Zone Corporation, Dubai.

INTERESTS/COMMUNITY ACTIVITIES

- ❖ Swimming.
- ❖ Football.
- ❖ Travelling.

- ❖ Follow up calls are carried out with the group organizer for feedback and seeking additional new business and any sales leads to be fed back to the Sales team.
- ❖ Manage hotel allocations and release unused space as applicable.
- ❖ Ensure that all tasks carried out comply with standard operational procedures and hotel legal and environmental policies and procedures.
- ❖ Effectively sells the Atlantis product and services using up-selling, Cross -selling and suggestive selling techniques.
- ❖ Monitors telephone call volumes and reports daily to the reservation's manager of the trends and initiates solutions to avoid overflow calls.
- ❖ Attends to all enquiries, Complaints, and requests regarding reservations and / or reservations operating procedures.
- ❖ Attend weekly meetings with the convention and sales team to discuss the upcoming groups and follow up for any pending details.
- ❖ Monitor and attend the daily group audit meeting, ensuring all discrepancies are resolved between opera and Delphi system.
- ❖ Deputizes the Assistant manager reservations in his/ her absence and when required according to the needs of business.
- ❖ Assisting with guest's visa request.



Atlantis the Palm (Krezner international) – Dubai, UAE
Position: Reservation Sales Specialist (Feb 2012 till June 2017)

- ❖ Exercise proper selling, up-selling, cross selling, suggestive selling techniques, develop sales leads and respond to sales opportunities to maximize revenue.
- ❖ Managing telephone, fax, and email enquiries in a prompt and professional
- ❖ Manner without compromising company standards; ensuring accuracy and attention to details at all times.
- ❖ Ensure bookings are guaranteed and no-show charges/ late cancellation charges are applied where appropriate.
- ❖ Understanding seasonal and historical trends and work within them to ensure maximum occupancy and average room rates.
- ❖ Maintain a thorough understanding of hotel facilities and processes, and contribute to a culture of high-quality standards, for relationship building, customer service selling techniques, and billing and processing contracts.
- ❖ Introduction to main booking websites & Handling procedures (Booking.com Emirates Holidays, White Sands Travel and Tours, SynXis, GTA, Expedia, etc.) and updating IATA numbers for new TA profiles.
- ❖ Efficient handling of daily tasks designated by the Manager (No-show, traces Arrival check, cancellation, OTA commission)

References and certificates are available upon request.

I solemnly declare that all the information furnished in this document is free of errors to the best of my knowledge.

Mohamed Ahmed Zaki Badr
Applicant



Savita Sharm Resorts & Spa (Red Sea Hotels) - Sharm El Sheikh, EGYPT

Position: Guest Service Agent (June 2007- August 2008)

- ❖ Serves visitors by greeting, welcoming, and directing them appropriately; directs visitors by maintaining employee and department directories.
- ❖ Operates telecommunication system by following manufacturers instructions for house phone and console operator.
- ❖ Maintains security and telecommunications system in terms of following procedures, monitoring logbooks, and issuing badges.
- ❖ Keeps a safe and clean reception area by complying with procedures, rules, and regulations.