

# Emad El Dein Mohamed Abd Allah

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Objective	<ul style="list-style-type: none"><li><i>To learn new things and combine them with the knowledge and experience I have gathered earlier. This way I can expand my expertise so that I can do even more challenging and interesting new tasks or advance further on my career. Also seeking a more stability in an experience relevant place of work.</i></li></ul>
Education	<ul style="list-style-type: none"><li><i>Institution: Al AL-sun high institution (Tourism – Hotels and Computer)</i></li><li><i>Department: [ management and information Systems]</i></li><li><i>Graduated Year: 2012</i></li></ul>
Certificates	<ul style="list-style-type: none"><li><i>Professional Financial Accountant Diploma (At International Academy for Training)</i></li><li><i>Professional Diploma in Fares and Ticketing</i></li><li><i>Amadeus Basic Course with a Degree granted B+ (At Egypt air Training Center)</i></li><li><i>Galileo professional &amp; Document production course (At Travelport Redefining travel commerce)</i></li></ul>
Experience	<ul style="list-style-type: none"><li><i>Agent in Raya Contact center one year</i></li><li><i>Agent at Wasla Company project Vodafone 888 three months.</i></li><li><i>Deputy &amp; Telesales Collection and marketing in the United Company for Pharmacists.</i></li><li><i>Ticketing clerk by using Amadeus System at Dana Travel since 2012 to 2013.</i></li><li><i>Ticketing clerk by using Galileo System and Nesma Caren system (<a href="https://nesma.crane.aero">https://nesma.crane.aero</a>) website from 31/12/2013 until now.</i></li><li><i>Ticketing clerk at ADRIATICA travel agency since 14 February 2015 until 09 MAY 2015 At Qatar – Doha city making deals and contracts with companies.</i></li><li><i>Ticketing clerk at MISS EGYPT Travel Agency since 11 JUN 2015 in Egypt till 01 FEB 2016 also responsible about sales and marketing with publishing about all services and offers for company.</i></li><li><i>Ticketing clerk at Al-FANAR Travel Agency since 11 Feb 2016 Till 21 SEP 2016 (Kuwait)</i></li><li><i>Travel consultant at AL-KHARAFI INTERNATIONAL CO FROM 12 NOV 2016 to 29 DEC 2016</i></li><li><i>Taxi Driver at Uber company 3 months.</i></li><li><i>Ticketing officer (operation) at Travellerz travel agency from 02 MAY 2017 till 10 JUL 2018.</i></li><li><i>Reservation Agent at Nile air from 15 JUL 2018 till now (Airport Ticketing Office).</i></li></ul>

Technical Skills	<ul style="list-style-type: none"> <li>➤ <b>Operating Systems</b> <ul style="list-style-type: none"> <li>● <i>Windows 98/ Xp/ Vista/ Win 7</i></li> </ul> </li> <li>➤ <b>Productivity Suites</b> <ul style="list-style-type: none"> <li>● <i>Microsoft Word</i></li> <li>● <i>Microsoft Excel</i></li> <li>● <i>Microsoft Project</i></li> <li>● <i>Microsoft Visio</i></li> <li>● <i>Microsoft Outlook</i></li> </ul> </li> </ul>
Soft Skills	<ul style="list-style-type: none"> <li>• <i>Proactive</i></li> <li>• <i>Self – Motivated</i></li> <li>• <i>Sociable</i></li> <li>• <i>Reliable</i></li> <li>• <i>Loyal</i></li> <li>• <i>Good Communication</i></li> </ul>
Personal data	<ul style="list-style-type: none"> <li>• <i>Date of birth</i> : <i>11/05/1991</i></li> <li>• <i>Gender</i> : <i>Male</i></li> <li>• <i>Marital status</i> : <i>MARRIED</i></li> <li>• <i>Nationality</i> : <i>Egyptian</i></li> <li>• <i>Military status</i> : <i>Exempted</i></li> </ul>
Language	<ul style="list-style-type: none"> <li>• <i>Arabic</i> : <i>Native Language</i></li> <li>• <i>English</i> : <i>Good Spoken &amp; Writing</i></li> </ul>

<b>Systems that I used it before at reservation field</b>	
Amadeus	Issue – Refund – Reissue – void – Revalidation (AIRLINE TICKETS)
Nesma Careen	Issue – Refund – Reissue – void – Revalidation (AIRLINE TICKETS)
REZLIFE	Booking Hotels
Holidays Arabia	Booking Hotels
Lots of Hotels	Booking Hotels
Twenty-Four Seven	Booking Hotels
DESTINATION OF THE WORLD	REZLIFE
Hotels Bro	Booking Hotels
Hotel Beds	Booking Hotels
Omega	Booking Hotels
T.B. S	Booking Hotels

**Additional to issuing Turkish visa and Britain visa.**

**And issuing Schengen visa for Qatari citizen and Kuwaiti citizen in GCC.**

**I have ability to work in this fields: -**

**1 – Ticketing consultant**

**2 – customer service**

**3 – IT**

**4- Sales & Marketing**