# 

# Khalid Hassan Abd El Rahman Zuhour

**+20- Year Qatar, UAE & Sudan Experience: Administration-Sales & Marketing-Banking-Brokerage-**

**Booking & Reservation-Flight Attending**

**Phone** : +97471189860 **E-mail** : Khalidkhk084@gmail.com

**Date of Birth** : 01/04/1976 – Qatar **Male** : Single - Muslim

**Nationality** : Sudanese

*PROFESSIONAL PROFILE :*

*I am a Go-Getter! My experience in the fields of Administration, Sales & Marketing, Banking, Brokerage, Booking & Reservation and Flight Attending -which exceeds 20 years - covers diversity of companies in different sectors.*

*Moreover, my ability to work independently under pressure combined with excellent interpersonal communication skills allowed me to converse at all levels and establish good relations with both colleagues & superiors as well as clients.*

*OBJECTIVE*

*I am keen to find a position that would enrich my professional career in line with my experience, abilities and qualifications. Enjoying both the potentials and the desire to fulfill my duties successfully, I am quite confident I can fill any suitable position to the entire satisfaction of your esteemed organization.*

*EDUCATION*

|  |  |  |
| --- | --- | --- |
| *General Secondary Certificate* |  | **1992/ 1993…. Doha- Qatar** |

*EMPLOYMENT*

* **The State Qatar**

|  |  |  |  |
| --- | --- | --- | --- |
| • | **Khalid Electrical & Mech. Est. ( KEMCO )** | Administration Officer | 1997 - 1999 |
| • | **Gulf Airways** | Flight Attendant | 1996 - 1997 |
| • | **Cleopatra Ticketing & Reservation** | Booking Agent | 1994 - 1996 |

* **The United Arab Emirates**

|  |  |  |  |
| --- | --- | --- | --- |
| • | **Phoenix Brokerage L.L.C** | Owner & Manager | 2007 - 2010 |
| • | **Royal Index (Credit Cards)** | Marketing Executive | 2004 - 2006 |
| • | **American Express (Credit Cards)** | Marketing Executive | 2003 - 2004 |
| • | **City Bank (Credit Cards)** | Marketing Executive | 2000 - 2002 |

* **Sudan**

|  |  |  |  |
| --- | --- | --- | --- |
| • | **Filian for Investment & Multi Activities LTD** | Sales & Marketing Executive | 2020 - 2023 |
| • | **Abukareem for Abroad Recruitment** | Office Manager | 2015 \* 2018 |
| • | **Jeep Call Travel Agency** | Travel Agent | 2012 - 2014 |

*SKILLS*

**A ) LANGUAGE:**

|  |  |  |  |
| --- | --- | --- | --- |
| **1-** | **Arabic** | Mother Tongue | Written & Spoken |
| **2-** | **English** | Fluent | Written & Spoken |
| **3-** | **Romanian** | Fluent | Spoken |

**B ) COMPUTER:**

|  |  |
| --- | --- |
| **1-** | **MS Office:**  **Computer Fundamentals, Windows**  **MS (Word, Excel, PowerPoint, Access, Photoshop)** |
| 2- | **Internet** |

***EXPERIENCE***

**1-Office Administration & Basic Accounting :**

|  |  |
| --- | --- |
| **1-** | Handle versatile day-to-day activities and delegate tasks to other administrative staff. |
| **2-** | In charge of <<Bilingual>> Self Correspondence: Letters, Memos, Reports … etc |
| **3-** | Serve as Information & Communication Centre to Staff and Internal/External Executives/Depts and Subsidiaries on behalf of Manager. On the other hand, simultaneous and constant follow-up with staff and Internal/External Executives/Depts and Subsidiaries on the status of assignments to meet deadlines and get completed as required and stated by Manager. |
| **4-** | Receive and screen incoming calls and visitors: determine which are priority matters and alert the MD accordingly, make referrals to appropriate staff or provide requested information. |
| **5-** | Make Travel Arrangements & Visa Issuance Procedures as well as preparing, compiling and maintaining travel vouchers, records and checklists. |
| **6-** | Source comprehensive information on any required project : from net, directories, booklets …etc. |
| **7-** | Create a Recording System of all types of correspondence by assigning <<Register Book>> to record outgoing correspondence & shipments. |
| **8-** | Assisting management with various financial and administrative duties as directed by the Financial Manager on a day-to-day basis. |
| **9-** | Keeping & Filing financial records. |
| **10-** | Assisting in balancing sheets and income statements. |
| **11-** | Assisting with reviewing income and expenses. |

**2-Sales & Marketing :**

|  |  |
| --- | --- |
| 1- | Provide first-class service in order to push the sales of the product. |
| 2- | Act as an intermediary between producers and clients. |
| 3- | Make necessary phone calls and meetings to help sales. |
| 4- | Engage in superior customer service by making information readily available to meet clients inquiries. |
| 5- | Make product knowledge readily available to self and other sales people through various resources. |
| 6- | Find ways to sell products in the face of a down market. |
| 7- | Research client base to find new types of customers and sells to them accordingly. |
| 8- | Analyze the competition to create a plan for engagement. |
| 9- | Make product appeal to the target market. |

**3-Booking & Reservation :**

|  |  |
| --- | --- |
| **1-** | Take calls and answer questions about airline regulations. |
| **2-** | Help customers make travel plans, offer competitive prices & resolve any related problems. |
| **3-** | Give suggestions for accommodations and car rentals. |

**4-Flight Attending :**

|  |  |
| --- | --- |
| **1-** | Tend to passengers’ needs and answering any questions they have throughout the flight. |
| **2-** | Help passengers find their seats and conduct pre-flight checks to ensure the cabin is ready for takeoff. |
| **3-** | During the flight, monitor the plane for suspicious behaviours and will deescalate any disruptive situations. |
| **4-** | Trained to respond to emergency situations and direct passengers to evacuation areas. |

***KNOWLEDGE, SKILLS & PERSONAL ATTRIBUTES:-***

|  |  |
| --- | --- |
| **1-** | Well acquainted with the Gulf Area: born, lived, finished schooling education & worked in Qatar plus years of work experience in the UAE and Sudan. |
| **2-** | Well versed with Arabic/English usage and grammar. |
| **3-** | Translation skills. |
| **4-** | Well versed with office practices, processes, and computer software programs. |
| **5-** | Enjoy effective interpersonal communication skills that allowed for constant relationship building with internal and external sources. |
| **6-** | Ability to work independently without supervision to finish big load of work under high pressure. |
| **7-** | Organized & analytical and can find new approaches to daily tasks and problems to allow for smoother workflow. |
| **8-** | Ability to make decisions and take appropriate actions. |
| **9-** | Result-oriented with ability to manage multiple projects simultaneously. |
| **10-** | Trustworthy & enjoy high level of discretion. |
| **11-** | Team player with positive attitude and exposed to multinational-staff environment. |
| **12-** | Friendly (Cheerful & Helpful) can get along with others. |
| **13-** | Hold Qatari Driving License |

*HOBBIES & INTERESTS*

Traveling, Reading & Playing Tennis.

*NOTE:*

Valid Qatari driving Iicense

Qatar transferrable Visa