
ABOUT

Dynamic and motivated salesperson, with 3 years of teaching experience, 2 years in selling services and developing customer relationships. English speaking, Specialized in the tourism industry, with a proven track record of meeting and exceeding sales targets. Skills in negotiation, prospecting, and customer loyalty.

SKILLS

- Specialist in tourist services, tourism systems and ticketing
 - Expertise in hotel management and airline ticket sales
 - In-depth research skills to find the best reservations in terms of price quality
 - Mastery of English teaching in all its aspects
 - Languages: Arabic (native), French (native), English (professional)
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PROFESSIONAL EXPERIENCES**Commercial Agent- Eliane Voyage**

NOVEMBER 2022 – FEBRUARY 2025

- promoting and selling a company's products or services
- Finding and approaching potential customers.
- Acting as the company's face in meetings, events, and presentations.
- Keeping in touch with existing clients to encourage loyalty and repeat business.
- Providing regular updates on sales activities, customer feedback, and market opportunities.

English Language teacher – Private classes

SEPTEMBER 2020 – MAY 2022

- Designing activities and lessons based on students' levels and learning goals.
- Focusing on reading, writing, speaking, listening, grammar, and vocabulary.
- Creating and grading tests, quizzes, assignments, and oral presentations.
- Promoting real-life use of English through discussions, debates, and group work.
- Attending workshops, seminars, and courses to improve teaching skills.

RECEPTIONIST – HYAT REGENCY

NOVEMBER 2018 – MARCH 2020

- Greeting guests warmly when they arrive.
- Handling reservations, room assignments, and processing payments.
- Answering phones, emails, and updating reservation systems.
- Giving guests details about hotel services, local attractions, transport, etc.
- Solving problems quickly and professionally.

DRIVER – FOR A FAMILY

SEPTEMBER 2015 – SEPTEMBER 2018

- Transporting family members
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UNIVERSITY CAREER**Master in Translation and Interpreting (English/Arabic)**

MOULOUD MAMMERI UNIVERSITY

SEPTEMBER 2018 – OCTOBER 2022

Bachelor's degree in English

MOULOUD MAMMERI UNIVERSITY

SEPTEMBER 2015 – JUNE 2018

KEY ACHIEVEMENTS

- Increase in turnover of 50% over 3 years
 - Rewarded with the Messagem prize for best commercial performance in 2023
 - Successful launch of a new reservation platform
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CERTIFICATIONS

Ticketing system training (Amadeus selling platform) – 2023