




MOHAMED AMINE LAHBARI

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SENIOR TRAVEL CONSULTANT

Dynamic Senior Travel Consultant with extensive experience at Terminal Travel & Tourism, excelling in itinerary planning and client satisfaction. Proven track record in revenue growth through effective upselling and exceptional customer service. Skilled in managing high-profile accounts while maintaining data confidentiality and fostering strong supplier relationships.

SKILLS

Itinerary planning	Staff management	Amadeus
Travel booking	Sales techniques	Saber
Customer service	Data confidentiality	Online Booking
Payment processing	Team Leadership	Microsoft Office
Travel Regulations Compliance	Communication	Visa processing
Reservation Management	Operations Management	Traacs accounting system
Airline Ticketing	Effective communication	Travel Platforms
Travel Insurance Knowledge	Corporate Travel Management	License Drive
Fare Calculation		

PROFESSIONAL EXPERIENCE

Terminal Travel & Tourism

February 2023 - Present

Senior Travel Consultant

I am working until now with this company in many task like senior travel consultant , branch manager , cashier and corporate with many companies in same industry also i am the team leader in the company when there is some conference or meeting in Qatar .

Accomplishments:

- Handled sensitive personal data with discretion.
- Increased client satisfaction by providing personalized travel recommendations and itinerary planning.
- Achieved revenue growth by upselling additional services like insurance plans, airport transfers, or excursions to clients during the booking process.
- Dealt with payment processing services for bookings and refunds for clientele.
- Maintained a balanced cash drawer, ensuring accurate accounting at the end of each shift.
- Negotiated with vendors to secure competitive rates, resulting in cost-effective travel options for clients.

Amazon Travel & Tourism

June 2018 - December 2022

Branch Manager

I was working in travel agency have 12 branches in Qatar in this four years i occupied many positions starting from travel consultant to senior travel consultant until branch manager. The work is base on:

Accomplishments:

- manage staffs in branch and make reports daily
- handle issues in branch with suppliers like Airlines and hotels
- Ticketing in many software like Amadeus Sabre and online
- Hotel and car rental
- Packages for many countries
- Service customer with good communication
- Assist the customer in his trips
- Travel insurance and international driving license

EDUCATION

Amadeus Qatar

June 2018

certificate of achievement in ticketing

University Of Batna

June 2011

Bachelor of health and safety Industrial

LANGUAGE

Arabic

English

French

Native

Excellent

Excellent