

MOHAMED AMINE LAHBARI



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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. comprehension technical of sales, call center and costumers service of brand awareness, maintaining high levels of focus for return on investment, and producing positive results.

SKILLS

| | | |
|---|------------------------------------|--------------------------|
| Itinerary planning | Use a variety of marketing skills | Amadeus |
| Travel booking | Corrective Measures | Saber |
| Customer service | Self-Motivated/Ambitious | Online Booking Microsoft |
| Payment processing | Sales Presentations & Sales Demos | Office |
| Travel Regulations Compliance | Act on what the customer is saying | Visa processing |
| Reservation Management Airline | Use psychology to engage the buyer | Traacs accounting system |
| Ticketing | Business Communication | Travel Platforms License |
| Travel Insurance Knowledge Fare Calculation | Active Listening | Drive |

PROFESSIONAL EXPERIENCE

Terminal Travel & Tourism

Senior Travel Consultant

February 2023 - Present

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

CITROEN Dubai, UAE **Customers service**

November 2017- march 2018

Accomplishments:

- Described product to customers and accurately explained details and care of car.
- Earned management trust by serving as key holder, responsible of opening and closing store.
- Politely assisted customers in person and via call phone.
- Communicated with vendors regarding back order availability, future inventory and special orders
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Conducted weekly walk-throughs with the manager to discuss interior visual displays, including store window presentation.
- Scheduled weekly inventory pickups and deliveries with vendors.
- Outdoor sales with customer who had no time like companies

PEUGEOT ALGERIA **Auto Service Advisor**

March 2014 – September 2017

Accomplishments:

- Check the availability of goods flow control systems (computerized inventory management system, time management, transport costs, performance evaluation).
- Define the logistics strategy of the company (transport, storage, distribution) in order to satisfy the customers.
- delivery of the vehicle to the customer after inspection and preparation of the vehicle. He provides advice to the client (usage and maintenance tips)

EDUCATION

Amadeus Qatar

certificate of achievement in ticketing

June 2018

University Of Batna

Bachelor of health and safety Industrial

June 2011

LANGUAGE

Achievements

Arabic Native

English Excellent

French Excellent

- Behavior to welcome the customer
- selling Technicals: 05 trainings
- sales marketing: 03 trainings
- delivery techniques : 02 trainings
- product training: 12 trainings
- Amadeus certificate of achievement