

Mahrez Kalboussi



europass

Passport: N304118

Work permit: Tunisian


Date of birth: 20/08/1999

Place of birth: Tunis, Tunisia


Nationality: Tunisian

Gender: Male

CONTACT

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ABOUT ME

I hold a diploma in travel agency management and airline ticketing. I completed my training at El Farabi Training Center, where I developed strong skills in travel organization, ticketing, and customer service. I also hold an Amadeus certification, which allows me to efficiently use the most widely used reservation systems in the industry.

Passionate about tourism, I am particularly interested in the challenges of travel planning and optimizing customer experiences. My background has helped me develop strong attention to detail and excellent customer service skills, which I apply in my professional work.

EDUCATION AND TRAINING

18/11/2024 Tunis, Tunisia

Travel Agent and Airline Ticketing Diploma El Farabi Training Center, Tunis, Tunisia

- Customer reception, information, and personalized travel advice on destinations and offers
- Full travel organization (transport, accommodation, activities)
- Booking and issuing tickets (airplane, train, bus)
- Payment processing and invoicing management
- Assistance with administrative procedures (visa, insurance)
- Follow-up of client files and handling requests or complaints in a professional manner

Level in EQF EQF level 4

18/10/2024 Tunis, Tunisia

Amadeus Diploma (Reservation System) El Farabi Training Center, Tunis, Tunisia

- Mastery of the Amadeus reservation system
- Flight search, booking, ticket issuance, and modifications
- Customer file management (PNR)
- Availability and fare consultation

Level in EQF EQF level 4

31/10/2021 Tunis, Tunisia

Office & Computer Skills Diploma Institute Central de Formation (ICF), Tunis, Tunisia

- Proficiency in Microsoft Office (Word, Excel, PowerPoint)
- Strong use of digital tools and online communication platforms (Gmail, Google tools)

Level in EQF EQF level 4

28/04/2019

DIGITAL SKILLS Google

- Microsoft Office (Word, Excel, PowerPoint)
- Gmail & Google Workspace
- General computer literacy

SKILLS

Microsoft Office | Microsoft Word | Gmail | Microsoft Excel | Microsoft Powerpoint | Google Drive