



**MAHMOUD MOSTAFA FATHY**

**26 St Shk Obid AinShams .Cairo.Egypt**

**Home: (+202) 2499545,Cell :(+974) 77349498**

**[Mahmoudfathy0517@gmail.com](mailto:Mahmoudfathy0517@gmail.com)**

**Objective :Energetic professional with excellent communication and customer service skills, seeking a position of senior travel consultant.**

**SUMMARY: Profoundly knowledgeable, creative and proven Travel Consultant with over six years experience providing information, advice and booking services for people wishing to travel**

### **Summary of Qualifications**

- Strong ability to maintain the highest possible level of client and company confidentiality.
- Exceptional ability to display a positive attitude with energy and enthusiasm toward assuming new roles and challenges.
- Strong work ethic with a willingness to take ownership and responsibility of multiple tasks as required.
- Exceedingly self-motivated and autonomous with consistent follow through.
- Strong interpersonal (written and oral communications, logic and decision-making) and organizational skills.
- Remarkable organizational and planning skills with appropriate attention to detail.
- Great team player, friendly and enthusiastic with exceptional customer service skills.
- Immensely driven by goals and recognition with great experience dealing with high pressure situations simultaneously.
- Solid ability to use the computer with strong administrative skills.

## **Professional Experience**

### 1- REGENCY TRAVEL AND TOURS-QATAR- Senior travel consultant-2010AUG-up to present

- Deal with clients and customers on a daily basis.
- Book flights, tickets sales, travel insurance, car hire etc.
- Work as part of a team selling holidays.
- Responsible for providing detailed travel information to customers and deal with customer queries in relation to holiday packages.
- Responsible for booking corporate travel reservations (air, car, hotel, etc) for large corporate account.
- Promote the acceptance of fares, rates and suppliers that match the client's travel program policies and negotiate contracts.
- Responsible for coordinating travel, including handling on line fulfillment, ticketing, taking phone calls for changes and special requests.
- Ensure compliance with client's corporate travel policies
- Ensure compliance with company's procedures for documentation, ticketing, voids, etc.

### 2- KARNAVAL Travel & Tours Guide -K.S.A- Senior travel consultant- 2008-2010

- Build relationship with client to ensure repeat business
- Sell all local packages/flights/accommodation/car hire/specials on offer
- Compile and calculate complicated domestic fares and upgrades
- Process visas correctly as per client request
- Fare Build
- Correctly issue VMPD's & all domestic air ticket types
- Organize and process travel insurance
- Manage and control own queues
- Arrange collection or delivery of travel documentation
- Compile, type and distribute client itineraries
- Collect payment from clients and forward to Accounts Dept
- Follow up on e-mail enquiries
- Prepare and process quotes enquiries
- Present quotes to clients personally or by telephone, fax or e-mail
- Process refunds as per back office requirements

### 3- KIMIDAR TOURS - EGYPT -Travel consultant -2008

- Preparing packages inside & outside Egypt for corporate accounts
- Handling travel issues for Schlumberger for petroleum services
- Making hotels reservation.
- Contracting with hotels.
- Follow up the financial issues related to reservations at hotels, transportation, ticketing.
- Revise hotels rates and ensure they are correct
- Arranging tours and historical sightseeing inside Egypt.
- Dealing with tour guides and negotiating with them.
- Arranging Safari Trips
- Arranging Nile cruises at Luxor, Aswan and Abu Simple

## **EDUCATION**

**Bachelor College of Tourism and Hotels - 2004 - 2008 Helwan University- Cairo- Egypt (Degree/good)**

## **TRAINING**

- 1- Amadeus Basic Course (OCT 2013) AMADEUS - Egypt
- 2- Amadeus Basic Course  
REF: Nazih Consultancy Services & Training  
MR: Nazih Mohamed :General Manager
- 3- Amadeus Basic & Amadeus Advanced course AMADEUS  
REF: REGENCY TRAINING CENTER
- 4- HOTEL SALES SPECIALIST MARRIOT – SEPTEMBER 2010
- 5- Marketing for Tourism and hotels in AUSTRIA Tourism and Hotels in AUSTRIA  
ABC OF CUSTOMER CARE  
REF: REF: REGENCY TRAINING CENTER

## **Skills**

- ability to cope under pressure at busy times
- good organizational skills
- a good telephone manner and strong communication skills
- sales skills, both face to face and over the telephone
- IT skills
- an interest in travel and a knowledge of geography
- The ability to work well as a member of a team.

## **LANGUAGE**

Arabic, English and Deutsch

## **PERSONAL DATA**

**Age : Twenty Six (26)**  
**Gender : Male**  
**Birthdate : May 17, 1987**  
**Citizenship : Egyptian**  
**Religion : Muslim**  
**Civil Status : Single**