

Mustafa Nabil Elsayed

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Objective

Highly motivated sales professional with a proven track record of exceeding targets, seeking to leverage expertise to drive revenue growth and achieve company objectives as a Sales Executive.

Experience

Sales Executive

Jazeera Airways

01/2024-Now

- Build and maintain strong relationships with key clients to ensure long-term business partnerships.
- Understand client needs and tailor solutions that align with their business objectives.
- Negotiate contracts with clients and establish a timeline of performance.
- Conduct regular reviews of business performance and plan improvements.
- Work on account management with a focus on growing the client portfolio.
- Monitor market trends and competitor activity to adjust strategies accordingly.
- Prepare all required weekly/Monthly reports (Sales report, Agencies sign-ups etc...)
- Represent the company at industry events, trade shows, and networking opportunities to enhance client engagement
- Ensure high levels of customer satisfaction and resolve complex client issues effectively.
- Consistently achieve and exceed sales and performance targets as outlined in KPIs.

Ticketing Agent

Forsa Travel

04/2023 – 01/2024

- Assist customers with ticket bookings, cancellations, and flight changes.
- Provide information on flight schedules, fares, and travel policies.
- Perform check-in duties, including verifying passenger identification, issuing boarding passes, and managing luggage check-in.
- Handle customer inquiries, resolve issues, and provide excellent customer service.
- Ensure all transactions are accurately processed, including ticket sales and payments.
- Collaborate with other departments to ensure smooth operations.
- Maintain up-to-date knowledge of airline policies and procedures.
- Follow all security and safety guidelines while handling customer data and boarding procedures.
- Assist in managing queues and ensuring smooth flow at the counter.
- Provide support in emergency situations, ensuring customers are assisted with rebooking or alternative travel arrangements.



- Promote and upsell additional services such as seat upgrades, excess baggage, or travel insurance.

Customer service specialist

Almosafer

01/2023- 04/2023

- Tracking the flight time changing and follow up with customers
- Converting received calls into sales and delivering the best performance and meeting the account defined KPIs
- Handling customer inquiries from beginning of the inquiry to its closing (Flight tickets issue, reissue and refund).
- Optimizing customer contact opportunities.
- Achieving communicates return to questions, short answered calls, and abandoned percentage communicated targets.
- Achieving quality communicated targets.
- Raising the flag to the Team Leader on issues or concerns that require escalation.
- Carrying responsibility for meeting communicated targets: sales, order taking, lead generation, reporting, etc
- Contact with the airline s hotline to follow up regarding any case facing the customer and investigate.
- Advise the customer on the best opportunities and choices for the flight according to the customer needs
- After sales support, the agent has to follow up with the customer if there any cancellation, refund or reissue.

Reservation and Ticketing

Sport Voyage Travel

09/2021- 12/2022

- Hotel Reservations & Supplier Communication:
- Arrange and manage hotel reservations of the customers, verifying availability, rate, and reservation information.
- Have good relationships with hotel suppliers so as to ensure effective communication regarding cancellations or special requests.
- Use the hotel management software for checking room status, booking, and confirming the booking with the hotels.
- Assist customers in booking their hotel reservations, assisting them on available choice, rate, and facilities.
- Package Design - In-Domestic Air Fares & Accommodation:
- Design and customize holiday packages inclusive of domestic air fares and accommodations as per customer's preference.
- Work closely with vendors in order to bargain the optimal cost for the customers, having every element of the package designed to work harmoniously and address customers' needs and expectations.

Education

Kafr el Sheikh University, faculty of Arts

Graduated in 06/2021

Major: Geography | Minor: GIS

Faculty of Arts provides a program in Geography, GIS, and Land Surveying with the aim to provide the student with the general knowledge of geographical processes both physical and human and with the spatial analysis and mapping capability. The program also provides the students with the capacity to apply Geographic Information Systems (GIS) to represent data and to solve problems utilizing areas such as environmental management and urban planning. The program also offers practical training in land surveying and teaches students how to use modern tools like GPS and total stations to map and measure land accurately. The program also fosters critical thinking and research skills to address real-world geographical problems and encourages sustainable land use practices. Last but not least, the program prepares students for professional careers in urban planning, surveying, GIS analysis, and environmental management.

Language

1. English | B2

2. Arabic | Native

Key words

- Reservation Systems
- GDS systems
- Amadeus
- Galileo
- LCC portals
- Airlines
- Air Ticketing
- Customer Service
- Itinerary Planning
- Hotel Reservations
- Tour Packages
- Travel Consulting
- Destination Management
- Travel Sales
- Marketing Strategies
- Digital Marketing
- Brand Awareness
- Client Relations
- Sales Targets
- Market Analysis
- Event Planning
- Tour Coordination
- Multilingual Communication
- Travel Documentation
- Budget Management
- Travel Policies
- Sales Presentations
- Client Feedback Management
- Sales
- Customer Service
- key performance indicators
- brand guidelines
- Tourism
- retail
- Reservations
- Attention to Detail
- positive attitude
- ability to adapt
- accountability
- Persuasive
- Confident
- Communication
- Handling customers
- Building relationships