

CURRICULUM VITAE

PERSONAL DATA:

Full Name: Miriam El Khally
Date of Birth: 9/7/1983
Civil Status: Single
Nationality: Lebanese
Address: Bon Pasteur Street
Khaled Abdo Building
Dekwaneh - Beirut
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EDUCATION:

2003-2006: Bachelor in Touristic Sciences
Institute Technique of Tourism and commerce Dekwaneh - Lebanon

PROFESSIONAL EXPERIENCE:

March 2007 - today:

Nakhal & Cie Travel & Hoojoozat.com (online hotel provider)

Sales department –account executive

- Develops and implements ideas
- Increase sales
- Targeting consumers

Back Office Operation, Reservation & Sales Agent

- Daily contact with travel agencies in Europe, Africa, Gulf, Tunisia and others
- Control and Market Study
- Knowledge of online systems (GTA, DOTW, Travco, Miki, Hotelbeds etc...)
- Control of hotels profiles and photos
- Rate comparison according to contracts and launch rates online
- Follow up with hotel reservation department and finance department for invoices
- Sales support and follow up

July 2005 - september2005 :

Khabbaz Travel agency Orient plus

- Tour Leader in Bulgary and assistance
- Round trip transfer of clients from/to airport
- Sales excursions including food service

April 2004 - May 2004

Rida International Travel and Tourism

- Reservations : incoming department

CONFERENCES :

July 2015 – March 2016

LMI Jad Jreijire

EPL coaching Learder ship for 9 Months

March 2015

Wydner coaches by Samir Zehil

- Sitting ducks program (negotiation)

February 2014

Wydner coaches by Samir Zehil

- Negotiation techniques
- Ping- pong program coaching for Customer care
- Time managment

October 2011

Wydner coaches by Samir Zehil

- Mental bath coaching program

October 2010

Beirut Academy for Travel sciences by Hassan El Zein

- Service marketing and management (lifetime client/company)
- Communication channels
- Service Recovery strategy
- Selling cruises (University St Joseph, Faculte des Lettres et des Sciences Humaines
- Sustainable Travel and Ecotourism cruises (University St Joseph, Faculte des Lettres et des Sciences Humaines)

18 -21 February 2010

Ryla Week end(unleash your potential)

- Emotional intelligence by Joseph Maalouf and Gilbert Doumit
- Lead international : 'the secret of getting your dream job' by Mr.John Murray
- Code of ethics by lebanese Transparensy Association Mr.Badri.El Meoushi
- Quality management and entrepreneurial skills by Pierre Gideon
- Leadership Training By chair Jamil Mouawad
- Self and leadership assesment by Christine Arzoumanian
- Cultural Knowledgeby Zeina Daccache

PROJECT:

Project TS: Tourisme et Terrorisme
 Chocs et espoirs

Computer Skills :

Windows System: Microsoft Office (word, excel, outlook and power point)

LANGUAGE:

	<u>Written</u>	<u>Speaking</u>
Arabic	Fluent	Fluent
French	Fluent	Fluent
English	Good	Good

HOBBIES

Travel, dance, read and music.