



Amir Samir Ahmed El- Shaboury

CUSTOMER SUPPORT
& ACCOUNT/SALES AGENT

Details

Cairo, Egypt
+201001078517

DATE OF BIRTH

21 March 1981

NATIONALITY

Egyptian

DRIVING LICENSE

B

Skills

Microsoft Office

Microsoft Excel

Leadership

Critical thinking and problem
solving

Leadership Skills

Effective Time Management

Ability to Multitask

Ability to Work in a Team

Ability to Work Under Pressure

Highly responsible and reliable

• Strong work ethic

• Excellent
communication skills

Profile

A professional tours assistant, guest service agent with a passion for introducing travelers to new and exciting destinations. As a dedicated tour professional, I excel in planning custom itineraries that exceed the expectations of tour groups. An experienced worker who prioritizes independently, always adding value to clients' touring experience. The ability to cultivate trustworthy relationships, provide assistance and abide by all regulations and laws.

Employment History

Guest service agent & tour leader at awt-anubis travel egypt

December 2016 July 2023

- Assist the Hospitality and Guest Services Manager with the smooth operation of the accommodation and guest service functions
- Ensure that all guests receive a warm welcome friendly and memorable welcome
- Ensure that all guest enquiries and complaints, whether in person, on the telephone or via email, are dealt with in a friendly and professional manner,
- Deal with guest bookings, check in and check out and provide standard reports to other departments as required (i.e. arrivals / departure lists, special requests etc..

• Airport representative & passenger services supervisor .travel ways Egypt.

May 2012 — June 2016

Handling all Check-in &Boarding procedures .Dealing with all passengers from around the world, assist them for their arrival and departures to and from sharm el-sheikh international airport, using Max System and Gui system.

Greeting Guests at the Airport, Transferring them to their accommodations, plus working with top VIP, special Interest groups and incentive programs groups from all nationalities

Making and organizing their programs, like issuing their Airline tickets, the reservation for the Hotel. Contacting their travel agency in their country to Co-ordinate with them

Guest service agent & tour assistant at insight tours&travels .egypt

January 2009 - December 2011

- Provided interested persons with information about the hotel, available rooms, and rates.
- Maintained strong work relationships with all hotel departments.
- Adhered to all hotel rules and policies.
- Anticipated any problems and communicated with management as needed.
- Followed hotel safety and security procedures.

Guest service agent&tour leader at king tours&travels .red sea egypt

June 2006 — July 2008

- Provided excellent customer service and achieved a high rate of client satisfaction and retention.
- Provided superior customer service to clients by addressing all questions and concerns.
- Greeted clients and provided them with information and superior service.

Languages

Arabic

English

Hungarian

Social Work Volunteering/ NGO project helper

Volunteer at Dar Al Orman, Cairo

JUNE 2011 — DECEMBER 2015

- Worked well independently and on a team to solve problems.
- Served as an influential contributor for content development projects.
- Operated with a strong work ethic, professionalism, and the ability to work under pressure.
- Took part in humanitarian and donation projects.

Helper/Volunteer at Egyptian Foodbank, Cairo

JANUARY 2011 — PRESENT

- Help people in needs to receive elementary support
- Assist at logistics of donation centers and events

Education

Business Administrations, Menoufia University Faculty of Commerce Accounting Department , Cairo

SEPTEMBER 1998 — JULY 2003

My studies included all aspects of overseeing and supervising business operations: management, leadership, accounting, finance, development, project management.

Courses

- **Advanced Hungarian language course, Hungarian Language School (HLS), Budapest, Hungary**
- **Advanced English Courses , AUC, Cairo**
- **Accounting: English Accounting, including Manual & Computerized (Excel), Cairo**
- **ICDL Course Including (Microsoft Office, Microsoft Access. Microsoft Outlook, MS-Windows Etc, Cairo**

Motivation

I come with extensive motivation and developing experience in Humanitarian Affairs/project management capacity, while providing support /assistance to vulnerable communities and those at risk, ensuring a protective environment that respects human rights for all, and strengthening the cluster approach

In practical, I utilized my In-depth experience in data collection, management, research and report writing, to ensure all vulnerable communities and those at risk have access to basic services. I conduct myself in a way which is acceptable to the community.

I have proved to be an independent worker with a reputation as a resourceful problem-solver who uses his initiative and organizational skills to get the job done. Regarded as a competent team member, who is always prepared to go the extra mile, with ability to remain focused and self-directed in a fast paced work environment, while dealing with conflicting demands. In this position I capitalize and extend my knowledge and experiences of FPO's and NGO's in a cross-cultural field with full respect for diversity, Integrity, professionalism and accountability.