

Caroline Samir Shafik

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📍 Cairo/Egypt

📅 15 Jun 1997

Professional Experience

Supervisor at Etihad Airline, Etihad Holidays

Sep 2022
Cairo, Egypt

- Setting and maintaining performance standards for the team.
- Monitoring the team's workflow and ensuring that bookings are being processed efficiently and accurately.
- Training and developing reservation agents and providing them with ongoing support to improve their skills and knowledge.
- Reviewing and approving reservation requests and ensuring that they are processed in compliance with company policies and regulations.
- Setting and maintaining sales targets for the team.
- Ensuring that advisors are following company policy and standards.
- Managing staff schedules and ensuring that the team has adequate coverage to meet customer demand.
- Maintaining accurate records of customer interactions.
- bookings, and other relevant data.
- Leading and mentoring the team, and motivating them to achieve their full potential.
- Liaising with other departments to ensure seamless communication and collaboration.

Sales and service agent at Etihad Holidays

Feb 2021 – Sep 2022
Cairo, Egypt

- Responding to customer inquiries and handling booking requests via phone or email.
- Using a reservation system or travel management software to search and book flights and hotel rooms for customers.
- Confirm that reservations meet the customer's requirements and that all necessary details are accurate.
- Providing customers with flight and hotel confirmations, travel bookings, and other necessary documents.
- Managing payment transactions and handling customer payments.
- Keeping records of customer interactions, reservations, and any relevant customer data.

Reservation and ticketing tier 2 agent, Egyptair Arline

Aug 2019 – Feb 2021
Cairo, Egypt

- Answering phone calls and email inquiries from passengers and assisting them in booking and checking flights,
- Answering phone calls and email inquiries from passengers and assisting them in booking and checking flights.
- Inputting passenger information into a computer system, including name, contact details, and travel plans.
- Checking passenger itineraries for accuracy and making any necessary changes.
- Providing passengers with information on baggage regulations.

Sales representative at Melarco furniture, Orascom

Aug 2016 – Jan 2019
Cairo, Egypt

- Sales representative promoting and selling the company's products to customers.
- identifying potential customers, presenting the products and their features, explaining pricing and other details, answering questions and addressing concerns, closing the sale, and providing follow-up service.

- building relationships with customers, communicating effectively, and empathizing with the customer's needs and preferences.
- Knowledgeable about the furniture industry, staying updated with the latest trends and products, and having strong negotiation and sales skills.
- responsible for tracking sales figures, generating leads, and meeting performance goals.

Skills

Flight and Hotels packages sales

- GDS experience (Sabre, Amadeus)
- Strong communication skills.
- Strong sales skills.
- Excellent customer service skills.
- Knowledge of airline policies and procedures.
- Ability to work as part of a team.

Education

**Graduate of the Faculty of Business Administration with a Bachelor's degree
Helwan university**

Jul 2015 – Aug 2019
Cairo, Egypt

knowledge of accounting, finance, operations management, Marketing, Human Resource Management, and Information Systems.

Profile

- Experienced reservation supervisor with a strong background in customer service and in-depth knowledge of the airline and hotel industry.
- experience in over-the-phone reservations including working with various airlines and hotel chains to book flights, and accommodation.
- Excellent negotiation skills and knowledge of pricing structures and promotional deals allow me to close deals efficiently and effectively which I can offer to customers to help them protect their investments.
- Overall, my passion for travel coupled with my customer service skills, negotiation abilities, and industry knowledge, makes me a valuable asset in a fast-paced travel environment.