



Aisha Al Habsy

RESERVATION & CUSTOMER SERVICES

Dynamic and result-oriented professional with more than 10 years of experiences in reservation, ticketing, customer services, office management supervision. Provides confidential support on senior and high level officials to ensure compliance with company objectives and collaborates with all organization level.



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Al Kawthar Street Al khoudh, Muscat, Oman

SKILLS

Personalized Customer Services

Hotel Reservation & Ticketing

Negotiation & Decision Making

Team Working

Inbound & Outbound Sales

WORK EXPERIENCE

Reservation Supervisor Afaq Tourism

06/2022 - Present

Ghala, sultanate of Oman

Sales Manager Alwan Travel & Tourism

01/2017 - 07/2021

Al khuwair, sultanate of Oman

Achievements/Tasks

- Met sales targets by 100% between the years 2015 and 2021
- Decreased cost of sales campaigns by 60000\$ by suggesting that sales activities be organized on a county-wide basis.
- Successfully built and maintained professional work relationships that increased business opportunities.
- Exceeded targets for 6 major sales destinations, as a result, created new corporate accounts.
- Collaborated with other sales teams, hence, achieved better sales returns.

Reservation Agent Muscat Diving & Adventure Center

01/2002 - 01/2007

AlKhuwair, Sultanate of Oman

Achievements/Tasks

- maintained a customer satisfaction role of 85% between 2002 -2007
- Handled incoming and outgoing calls with on overall customer satisfaction
- Successfully managed and able to approach the clients requirements
- Developed relationship with new clients

LANGUAGES

English

Professional Working Proficiency

Arabic

Limited Working Proficiency

Swahili

Full Professional Proficiency

CERTIFICATES

IATA/UFTAA International Travel and Tourism Foundation Diploma (05/2011 - 11/2011)

SABRE Sabre Training on Ticketing Reservation (06/2009 - 12/2009)

NVQ in IT (National Vocation Training in Information Technology (06/1995 - 05/1996)

EDUCATION

High School Popatlal Secondary School

01/1079 - 12/1989

Tanzania

INTERESTS

Travelling

Climbing

Cooking