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# RAAD AL-RABABA' H

SALES AND RESERVATION SUPERVISOR



Wasfi At-Tall Street,  
Amman, Jordan



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## EDUCATION

### BACHELOR

**HASHEMITE UNIVERSITY /  
Jordan / 2020**

- BSC DEGREE IN HOTEL  
MANAGEMENT HASHEMITE  
UNIVERSITY, HOTEL AND  
BUSINESS ADMINISTRATION

## SKILLS

Active listening

Customer service

Interpersonal skills

Computer skills

Leadership

Management skills

- In search of a challenging position that would allow me to continue developing and learning, take on greater responsibilities, and maintain a high level of achievement. I am a good talker, and a listener as well, I like to learn every day, and yet like to be appreciated. My self-confidence is guiding me to success.
- I am a highly motivated person, enjoy teamwork, and can work under pressure as a situation demands.

## WORK EXPERIENCE

Global Travel &  
Tourism

Feb 2020 – Apr 2025  
Amman- Jordan

### SALES AND RESERVATION SUPERVISOR

- Responsible for leading sales teams to reach sales targets.
- Promote and market the business, sometimes to new or niche markets.
- Manage budgets and maintain statistical and financial records.
- Sell travel products and tour packages.
- Handling incoming and Outgoing requests (groups/fit) and Knowledge of GDS (Galileo+ Amadeus)
- Deliver and exceed branch performance and productivity.
- Monitoring hotel bookings.
- Liaise with travel partners, including airlines and hotels, to manage bookings and

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## LANGUAGES

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- ENGLISH
- ARABIC

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## PERSONAL DETAILS

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Date of birth: 14-1-1996

Nationality: JORDANIAN

Marital status: SINGLE

Umniah

Aug 2019 - Feb 2020  
Amman- Jordan

- Schedules, often a year in advance.
- Deal with customer inquiries and aim to meet their expectations.
- Provide sales reports to head office.
- Implement alternative and innovative ideas for achieving new business.
- Motivate the sales team to hit and exceed their targets and ensure company profitability.

### SALES

- Achieve new sales targets.
- Ensure client satisfaction.
- Handle customers professionally and efficiently taking into consideration the objectives and KPIs.
- Cross-sell and up-sell Umniah's products and services by advising customers on others. Products and services offered by Umniah to fulfill their requests and needs.
- Prepare frequent and ad-hoc reports.
- Perform other related duties as assigned by the direct manager.

Extensya

Mar 2018 - May 2019  
Amman - Jordan

### TEAM LEADER

- Manage the operation and admin.
- Lead and motivate the team.
- Manage performance.
- Solve problems.

Ashyaat E-commerce

Feb 2017 - May 2018  
Amman- Jordan

### TEAM LEADER

- Developed and implemented daily operations plans such as delivery routes, employee assignments, and promotional strategies.
- Evaluated upcoming program plans to forecast expected resource needs.
- Developed and submitted strategy and initiative reports to highlight current actions and proposed changes to the corporate committee.
- Reviewed and updated client correspondence files and purchase order database information to maintain accurate records.

- Coordinated dispatching of drivers to accomplish daily delivery requirements.
- Maintained excellent working relationships with customers by efficiently responding to inquiries and complaints consuming work orders, invoices, and shipments. Planned and supervised shipments from production to end-user and scheduled daily and weekly routes.
- Enhanced productivity by staying on top of call scripts and maintaining control over the direction of conversations.
- Educated customers on using company systems, completing forms, and obtaining desired services.

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## COURSES

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### TICKETING

Feb 2018  
+Apr 2021

• AMADEUS

### LEADERSHIP COACHING AND MENTORING

Aug 2020

• EDRAAK

### CUSTOMER SERVICE

Jan 2020

• EDRAAK

### SALES MANAGEMENT

Sep 2019

• KNOWLEDGE ACADEMY

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## HOBBIES

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• HIKING

• SWIMMING