

Omar Muneer Omar

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CAREER OBJECTIVE

I am an organized employee able to apply time management in various environments. Seeking better job opportunities to utilize my travel and tourism industry skills, and to work with other professionals to improve my knowledge. I have robust leadership style, clear collaborative communication, and outstanding presentation skills with the ability to interact successfully across all levels.

EXPERIENCE

Sales Executive

January 2023 to Present

Elaf Travel and Tour Company

- Maintain relationships with clients by providing support, information, and guidance; researching and recommending new opportunities; recommending profit and service improvements.
- Identify business opportunities by identifying prospects and evaluating their position in the industry, researching, and analyzing sales options.
- Identify product improvements or new products by remaining current on industry trends, market activities, and competitors.
- Prepare reports by collecting, analyzing, and summarizing information.
- Maintain quality service by establishing and enforcing organization standards.
- Contributes to team effort by accomplishing related results as needed.

Sales Manager

October 2021 to October 2022

Kenz Seven skills for Marketing

- Development monthly, quarterly, and annual sales plans.
- Pursue new sales opportunities, gather inbound leads, and follow up with calls and meetings.
- Train current staff on effective sales strategies to attract new customers.
- Research needs and requirements, implement new ideas and strategies to generate interest in sales.

Sales Supervisor

February 2020 to February 2021

Seera Holding Company

- Responsible for the sales development of Nile Air.
- Advise customers regarding ongoing promotions or available upgrades that may enhance their experience.
- Assess customers' needs and provide the correct answer.
- Assist customers and travel partners in making, altering, or canceling reservations.

EXPERIENCE

Sales and Operation supervisor

November 2016 to October 2019

Elaa Air Transportation Agency

- Responsible for sales development and operation flight ground handling of Nile Air.
- Advise customers regarding ongoing promotions or available upgrades that may enhance their experience.
- Assist customers and travel partners in making, altering, or canceling reservations.

HR Supervisor

March 2015 to November 2016

Elaa Air Transportation Agency

- Organize, compile, update company personnel records and documentation.
- Assist with recruitment team of potential applicants.
- Coordinate HR projects such as meetings or surveys.

Reservation and Ticketing officer

March 2012 to February 2015

Elaa Air Transportation Agency

- Sales and client management.
- Manage sales operations with regularly monitor daily.
- Develop a database of qualified leads through referrals, phone calls, direct mail, email, and networking.
- Assist customers in making, altering, or canceling reservations.

EDUCATION

Travel and Tourism Diploma

March 2013

The National System for Joint Training

Training & Certifications

Excellence of Customer Services

Helol Center

September 2021

Effective Marketing Skills

Helol Center

May 2021

Tourist Marketing Course

Ministry of Tourism

May 2020

Tourist Planning Course

Ministry of Tourism

May 2020

Quality in Tourism Services

Ministry of Tourism

May 2020

International Certificate in IT Skills Foundation

CAMBRIDGE

December 2013

SKILLS

- Customer Services
- Sales Business Development planning
- Communication Skills
- Customer Relationship Management

LANGUAGES

Arabic, Native

English, Advance