

## ***CURRICULU M VITAE***

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- ***Education/ classes:-***

- Graduated from University of Bahrain (Information System-Applied Studies).

- 2 courses at British Council Grade 3.1 & 3.2 from August to December 2015.

- ***Training Experience:-***

(2007) worked as help desk employee at BMS department in Alba Company for four weeks during summer period.0

(2009) worked at purchasing department in the University of Bahrain for two months (Part of the training program of University of Bahrain- MISA 299)

(2013) worked as a ticketing employee for 3 months in travel agency.

(2014) Sabre Course (Ticket booking system) in Sabre Company for 4 weeks.

***Work experience:***

***2017 July – Present – The Grove Hotel & Conference Centre Bahrain.***

Working as a Sales Coordinator in the Sales Department

***Activates:***

- Meeting Arrangement.
- Business lead, read the newspaper on daily basis and check for future events, conference, seminars, new upcoming company , exhibitions and delegations and distribute each and every article for each sales member as per the segmentation to target and push for the future business.
- Daily Reports & Follow up with the team.
- Take the meeting's minutes of Daily, Weekly & Monthly meetings.
- Prepare for any Sales trip (Trip allowance & Expenses)

- Prepare some memos.
- Work on over time and Duty roster on Daily basis.
- Prepare for any entertainments and any outlets booking.
- Work on Monthly reports (Account production – Electronic booking – New born company GCC countries booking & Nationality Report)
- Work on FBM System for any purchase request
- Work on Opera system (PMS + sales & Catering – daily reports History & forecast, Production report, three months History & forecast, Arrivals, Business Block Weekly daily event detailed report, Reservation entered on and by and Guest in House reports.
- Prepare Corporate Rate contracts and proposals.
- following up and sending emails on daily basis.
- Rooms bookings & Room reservations.
- Group report to be updated on daily basis and follow up with each and every sales member for the update for 3 properties.
- Guest in House report – extract from the Opera all contacts details of all booking have been done through booking.com for 3 properties.
- Handling the Director of Business Development emails, agenda and his meeting reminders.

-Send instructions emails to the sales team on behalf of the Director of Business Development.

-Event to competition report, all other competitor hotels event to be targeted by sales team for future business by update the sheet on daily basis.

-Reference sheet and Opera rate code updating, any new corporate TA/TO contract should be updated on the Opera with attaching the rate code and each and every contract sent should have reference number by updating the reference sheet.

-All new daily reports handling by myself and update all reports on daily basis.

- *Help Events Department in preparing Proposal for the clients and doing block in the system (Opera System).*

- *Help Sales team and events team in meeting the clients.*

- *Handle GM Daily reports and agenda.*

- *Attend GM & Head of Departments meeting and take the meeting minuets.*

- *Send Instruction emails to the Head of Departments on behalf of GM.*

## ***2016 February – 2017 June – Art Rotana Hotel***

Working as a Sales Coordinator in the Sales Department

***From 1<sup>st</sup> May 2017, started with the Clustering for 3 properties ART, Downtown & Majestic Arjaan by Rotana, I have handled 3 properties and do all the below reports and activities for three hotels.***

### ***Activates:***

- Meeting Arrangement. (every morning should print out all reports for 3 hotels before the morning briefing – Arrivals, History & forecast, weekly daily event, previous day competition checks list). Every afternoon all reports to be ready for the d-brief to discuss the daily team activities to read the business lead and to update the To-do list – emails have been sent to each and every sales member.

-Business lead, read the newspaper on daily basis and check for future events, conference, seminars, new upcoming company , exhibitions and delegations and distribute each and every article for each sales member as per the segmentation to target and push for the future business.

- Daily Reports & Follow up with the team.

- Writing meeting's minutes.

- prepare for any Sales trip (Trip allowance & Expenses)

- Prepare some memos.

- Work on over time and Duty roster on Daily basis.
- Prepare for any entertainments and any outlets booking.
- Work on Monthly reports (Account production – Electronic booking – New born company & GCC countries booking).
- Work on FBM System for any purchase request
- Work on Opera system (PMS + sales & Catering – daily reports History & forecast, Production report, three months History & forecast, Arrivals, Business Block Weekly daily event detailed report, Reservation entered on and by and Guest in House reports.
- Prepare Corporate Rate contracts and proposals.
- following up and sending emails on daily basis.
- Rooms booking & Room reservations.
- Group report to be updated on daily basis and follow up with each and every sales member for the update for 3 properties.
- Rotana Rewards Classic Card report to be updated by pushing the sales team to enrol all bookers in this programme and update the report according to the filled forms received from the sales team.
- Guest in House report – extract from the Opera all contacts details of all booking have been done through booking.com for 3 properties.

- Handling the Director of Business Development emails, agenda and his meeting reminders.
- Send instructions emails to the sales team on behalf of the Director of Business Development.
- Event to competition report, all other competitor hotels event to be targeted by sales team for future business by update the sheet on daily basis.
- Reference sheet and Opera rate code updating , any new corporate TA/TO contract should be updated on the Opera with attaching the rate code and each and every contract sent should have reference number by updating the reference sheet.
- All new daily reports handling by myself and update all reports on daily basis.

### ***-2014-2016 Gulf Hotel***

Worked as a Sales secretary in the Sales and Marketing Department

#### ***Activates:***

- Meeting Arrangement.
- Write meeting's minutes.
- prepare for any Sales trip (Trip allowance & Expenses)
- Prepare some memos.
- Work on over time and Duty roster on Daily basis.

- Prepare for any entertainments and any outlets booking.
- Work on Monthly reports (Top 50 – competitions – Team target & Nationality)
- Work on Material Control System for any purchase request
- Work on Opera system.
- Same time work on some corporate Rate contracts and some proposals.
- following up and sending emails on daily basis.
- Rooms booking & Restaurant reservations.
- ***2013-2014 Sehab Travel (October 2013 – April 2014)***

*Worked as a Ticketing staff and worked on Sabre System.*

***Additional skills-***

- \* Computer knowledge (Microsoft word, Excels and Power point).
- \* Fast learner and motivated.
- \* Meeting and dealing with customers.
- \* Have a good interpersonal skill.
- \* Team worker.
- \* Excellent dealing with internet.

***Languages:-***

English, Arabic.