



Lina Nsour



OBJECTIVE

I am willing to give total support the organization that I am in, with the experience and capability that I have, in order to achieve organization's goals and create mutual benefits.

FORMAL EDUCATION

2003 - Jan 2007

Hashemite University

Dep. Sustainable tourism

(Queen Rania Institute of Tourism & Heritage – Degree: BA)

(Elementary School was partly spent in Amman, Jordan)

WORK EXPERIENCE

March 2011- present

- **Sky Jordan Travel**

Holiday's manager

Manage the operational and fiscal activities of the department. Plan and develop systems and procedures to improve the operating quality and efficiency of the department. Supervise staff in accordance with company policies and procedures.

Feb 2007– March 2011

- **Al Shamel Travel and Tourism and INV / Jordan branch**

Senior Operation Consultant - acting travel advisor & liaise with sales department and account

- Following up the online system + do bookings at Gilboa system
- Handling incoming bookings and outgoing for US embassy and all of AL Shamel branches
- Arranging events and conferences (inside and outside Jordan)
- Doing calculation sheets and doing invoices for the incoming bookings
- Sales report (daily, monthly)
- Meeting and events reports
- Generate agreements with the hotels
- Handle Executive Office daily operation which includes all secretarial duties (arrange meetings, travel itinerary, accommodation, appointments, calls, memos, meeting minutes, filing, work schedule, email, fax, compiling monthly report from all depts.)
- Handled Holidays department (incoming, outgoing) alone since the end of April until November 2009



- Sending offers and getting business
- Follow up the agent bookings (Due date file)
- **2000/ 2001 Kokash and partners for Law Amman**

Executive Secretary

1. Prepare correspondence, reports, and materials for publications and presentations.
2. Maintain President's calendar.
3. Prepare and maintain President's expense report.
4. Setup and coordinate meetings and conferences.
5. Create, transcribe, and distribute meeting agendas and minutes.
6. Answer telephones and handle in appropriate manner.
7. Meet and greet clients and visitors.
8. Perform general clerical duties to include but not limited to: photocopying, faxing, mailing, and filing.
9. Maintain hard copy and electronic filing system.
10. Supervise support staff.
11. Other duties as assigned

- **2001/2002 Karpi Company Amman**

Customer Relations & Telemarketer

1. Contact businesses or private individuals by telephone in order to solicit sales for goods or services, or to request donations for charitable causes.
2. Explain products or services and prices, and answer questions from customers.
3. Obtain customer information such as name, address, and payment method, and enter orders into computers.
4. Record names, addresses, purchases, and reactions of prospects contacted.
5. Adjust sales scripts to better target the needs and interests of specific individuals.
6. Obtain names and telephone numbers of potential customers from sources such as telephone directories, magazine reply cards, and lists purchased from other organizations.
7. Answer telephone calls from potential customers who have been solicited through advertisements.
8. Telephone or write letters to respond to correspondence from customers or to follow up initial sales contacts.
9. Schedule appointments for sales representatives to meet with prospective customers or for customers to attend sales presentations.
10. Conduct client or market surveys in order to obtain information about potential customers.
11. Deliver prepared sales talks, reading from scripts that describe products or services, in order to persuade potential customers to purchase a product or service or to make a donation



SKILLS

Computer:

MS Word; MS Excel, MS Works
Power Point , Publisher
Outlook Express; MS Outlook
Professional in internet use
Adobe reader. Typing

Foreign Languages

- English (reading, listening, speaking , writing) excellent I have certificate from British council – Level 11
- Mother tong/ Arabic
- Germany language beginner

Communication Skills

Managerial skills

TRAININGS/ SEMINARS

- Fundamental selling cruise / One day, 25 Jun 2011 by MSC cruise
- Touristic week / Three-days intensive workshop by Hashemite University, JUN, 2004
- Youth Parliament / Two- days organized by high council of youth 02-04 Jun 2005
- Environment Conference / Two- days organized by Hanns Seidel Foundation 6-8 April 2006
- Future planning / 14 days organized by JCDC in Germany Aug 2006
- Training in Water conservation and demand management in Jordan / One-Day intensive course by UNU 9-10 Sep 2007
- Cave of sleepers / One day – organized by Hashemite University 02 Jul 2007
- Urban Spaces / 2 weeks - Short project – Organized by Amman Municipality

PERSONAL INFORMATION

Place/date of birth: Amman, 11th Jan 1984 **Sex:** Female

Status: Single **Religion:** Islam

Nationality: Jordanian

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PERSONAL INTERESTS

Reading (marketing communication, management psychology, lifestyle)

Sports (gym/ fitness centre, yoga, table tennis, swimming, Basketball)

REFERENCES

Mr. Ihsan Sughayer – AL Shamel Travel and Tourism GM / 00962-6-5548686

Mr. Ibrahim AL Hamed – GM Sky world / 00962795003866

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