

Contact

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Top Skills

English as a Second Language (ESL)

Data Analysis

Master of Sabre GDS, including portrait, epic, resolve, and airlines sales link

Languages

Arabic (Native or Bilingual)

French (Limited Working)

English (Full Professional)

Publications

East Gaza: Educational Deterioration, Reasons and Outcomes

Eastern Gaza Prep Schools: English Oral Skills, Methods for Improvement

Walaa Sabah

Team Coordinator at 16th October Group, News Reporter at Shehab News Agency
Krakow Metropolitan Area

Experience

Cathay Pacific Airways

1 year 2 months

Marketing Manager

April 2019 - February 2020 (11 months)

Krakow Metropolitan Area

Customer Service Consultant

January 2019 - April 2019 (4 months)

Krakow Metropolitan Area

- 1- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- 2- Responding promptly to customer inquiries.
- 3- Communicating with customers through various channels.
- 4- Acknowledging and resolving customer complaints.
- 5- Knowing our products inside and out so that you can answer questions.
- 6- processing orders, forms, applications, and requests.
- 7- Keeping records of customer interactions, transactions, comments, and complaints.
- 8- Communicating and coordinating with colleagues as necessary.
- 9- Providing feedback on the efficiency of the customer service process.
- 10- Managing a team of junior customer service representatives.
- 11- Ensure customer satisfaction and provide professional customer support.

Teleperformance

Senior Travel Executive: Carlson Wagonlit Travel (Sabre Cryptic)

September 2017 - January 2019 (1 year 5 months)

Kraków Area, Poland

Responsible for:

- 1- Locating the best pricing and travelling itinerary options according to the corporates' specifications
- 2- Maintaining and updating a detailed customer list for potential sales opportunities.

- 3- Complying with the company's established guidelines, procedures, and standards in the customer service area
- 4- Supervising new joiners, tracking their performance, and preparing performance plans to enhance the operational responsibilities needed for achieving their CPH and sales targets.
- 5- Ensuring to follow all rules related to PNR's and Profiles, invoicing, ticketing, client files plus overall work accuracy.
- 6- Maintaining complete understanding as well as working knowledge of the GDS computerized systems.
- 7- Using promotional techniques and preparing promotional materials to sell itinerary tour packages
- 8- Ensuring to advance by the company's travel proficiency testing and training program
- 9- Maintaining accurate records of bookings, payments, transactions, phone calls and meetings.
- 10- Attending travel seminars to remain updated with tourism trends
- 11- Entering data into software and maintain a client file
- 12- Maintaining statistical and financial records
- 13- Building and maintaining relationships with travel and tour vendors.
- 14- Suggesting customers with the most cost-effective travel mode within the established corporate travel policy.

Gaza Community Mental Health Program (NGO)

Research Manager Assistant

January 2016 - January 2018 (2 years 1 month)

Palestinian Authority

- 1- Supervising data collection, data curation, and data entry operations according to the program's established methodologies
- 2- Collaborating with the Research Manager to establish best practices for research operations
- 3- Coordinating delegations' visitations and media conferences
- 4- Creating events' budgets and financial reports
- 5- Maintaining the proprietary database
- 6- Providing feedback to the Research Manager regarding employees' performance
- 7- Organizing the production workforce, training, and resources needed to do the work.
- 8- Supervising new joiners and employees and providing them with guidance, direction, leadership, necessary to accomplish their goals.

9- Ensuring that the work plan is carried out in a way where accomplishment is assured.

10- Reviewing and assessing the success of the program's goal, plan, and allocation of the employees and their resources using solid, reliable measurements.

11- Assisting with training and supervising research staff to conduct subdivision field research and collect data at county offices.

12- Performing other responsibilities as assigned by the president, vice president, or directors

3D Youth Pal

Administrative Team Lead

December 2014 - January 2016 (1 year 2 months)

Gaza, Gaza Strip

Team Leader, responsible for:

- 1- Providing encouragement to team members, by communicating team goals and identifying areas for new training or skill checks
- 2- Answering team member questions, helping with team member problems, and overseeing team member work for quality and guideline compliance
- 3- Developing strategies to promote team member adherence to company regulations and performance goals
- 4- Monitoring team members' participation to ensure the training they are being provided is being put into use
- 5- Managing the flow of day-to-day operations
- 6- Supporting team manager and performs management duties when manager is absent or out of office
- 7- Conducting team meetings to update members on best practices and continuing expectations and deadlines
- 8- Generating and sharing comprehensive and detailed reports about team performance, mission-related objectives, and deadlines
- 9- Ensuring company brand materials and physical working spaces meet and exceed company presentation standards
- 10- Providing quality customer service, including interacting with customers, answering customer inquirers, and effectively handling customer complaints
- 11- Assisting management with hiring processes and new team member training

Islamic University - Gaza

Research Assistant Professor

February 2013 - February 2014 (1 year 1 month)

Gaza, Palestine

- 1- Assisting with various departmental duties and providing academic support to Professors and other staff.
- 2- Recruiting, training, and mentoring new TAs and other junior staff.
- 3- Conducting research and publishing papers in academic journals.
- 4- Representing the university at conferences and delivering presentations when necessary.
- 5- Teaching and supervising undergraduate students.
- 6- Providing demonstrations and supervising experiments and investigations.
- 7- Answering questions in class or via email or telephone.
- 8- Providing Professors and Department Heads with feedback on student progress.
- 9- Writing proposals to secure funding for research.
- 10- Attending faculty and departmental meetings and voicing concerns or providing suggestions for improvement.

Education

Harvard University

Training Course, CS50's Web Programming with Python and JavaScript · (2020 - 2021)

Islamic University - Gaza

Diploma , English Education and Child Upbringing · (2020 - 2021)

University of Warsaw

Diploma, English Literature (British and Commonwealth) · (2016 - 2018)

Islamic University - Gaza

Bachelor's degree, English Literature and Arts · (2013 - 2016)