

# Firas Abu Ghannam CV

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**Address : Jerusalem – mount of olives**

**Email: Firaskhaled.85@gmail.com**

**Mobile : 050-3069162**

**Phone : 026648083**

**Date of birth : 25/07/1985**

## **Professional Experience**

**Elite travel- Jerusalem**

**03/2019 -09/2023**

**Trave agent and operation manager**

**El dan hotel**

**2015-2016**

**Reccepcionest**

**Nazarene tours – Jerusalem**

**12/2015 – 03/2019**

**Branch manager**

**Mona tours - Jerusalem**

**1/2012 - 1/2015**

**Travel agent Customer facing**

**Grandcourt Hotel - Jerusalem**

**1/2006 - 1/2012**

**Food and beverages manager assistant**

**Novotel Hotel - Jerusalem**

**1/2003 - 1/2006**

Waitress

## **Education**

**2012 - 2014**

School of tourism Travel agents course - travel consultants

**2010 - 2011**

Wall Street institute English Course

**2007 - 2008**

Maltash College Mobile Technician Course

**2004 - 2005**

Ort College electrical engineering Diploma

1999 - 2003

Shufat secondary school

## **Skills :**

Extensive experience in customer service. · Excellent communication skills to build relations with customers. · Paying great attention to details and like to provide good advice to my customers thro...

Shifts : morning – evening –nigh

Microsoft word –excell –optima – Amdeus – Galilio - Gilboa

## **Languages :**

Hebrew:Native

English:Native

Arabic: mother language