** Curriculum Vitae**

**Name** : Rahim Adnan Elhaj

**Address** : Søndervang 12i. 6862 Tistrup

**Telephone** : +45 91 636 872

**E-mail** : [rahimelhaj@gmail.com](mailto:rahimelhaj@gmail.com)

**LinkedIn Profile** : <https://my.linkedin.com/in/salgogmarketing>

**Nationality** : Syrian

**Marital status**  : Married (no children)

**Date of birth** : 17 October 1987

**Residence Type** : F type

**Expired date** : 13/05/2020

**Personal Profile**

Structured analyst with thorough experience in and knowledge of Travel agencies Sales & Marketing plans, team work support and excellent oral and written communication and presentation skills, I am a professional with a highly international profile built up through several experiences in Dubai, Malaysia & Turkey.

My goal is to pursue a business development career in the renewable energy sector with colleagues determined to gain in-depth industry awareness and expand their business opportunities. I would describe myself as an outgoing, proactive, goal-oriented and ambitious coworker striving for excellence and outstanding results.

**Skills Summary**

Services Sales & marketing Online hotels bookings XML Research and Analysis Multilingual communication Business development Social networks Event management Market analysis Presentations Public speaking Writing (reports, researches)

**Work Experience & practice**

**Denmark Esbjerg Lufthavn - Security Department**

**01 Oct. 2015 ~ 01 Jan. 2016 (Practice)**

**My Responsibilities** *I have worked within the restricted area, and have done all the security tasks as follows:*

* *Checking the boarding card of passengers, when they are getting into the security area & compare it with their ID cards.*
* *Making the necessary procedures when there is a flight must land at the airport, and secure CSRA area.*
* *Making the necessary documents for the hunters, which going to hunt in other lands, with their hunting tools.*
* *Scanning the luggages of the arrivals helicopters flights, in case there are any tools in the bag, so I need to have a permit-document, that the tools has depart the platform officially.*

**Denmark Sønderborg Lufthavn - Check-in counter**

**01 ~ 15 Apr. 2015 (Practice)**

**My Responsibilities** *I was having a tight time to prove my-self at the airport, therefore I started standing alone on the check-in counter from the first day, and I’ve got training for an hour only.*

* *I was making the necessary procedures for each passenger in order to issue the boarding.*
* *Checking the luggage’s weight.*
* *After check-in all the passengers, I was closing the flight on the airport system.*
* *Sending an email to Copenhagen airport with the full flight details.*

**Turkey Impulse Travel – Online package bookings for Turkey – Senior Sales Manager**

**Mar. 2014 ~ Sept. 2014**

**My Responsibilities***Impulse travel was a company which operate tours in whole Turkey but mainly in Istanbul & Antalya cities, also I bought an online reservation system to the company, after that the company type converted from tour operator to a whole-seller.*

* *I published the tours packages in the gulf countries, which brings more customers from GCC market (Gulf countries market)*
* *I used the low cost marketing such as social media, bulk SMS (for individual customers) & bulk emails (for corporate companies)*
* *Due to my long experience period, I have a huge database, which assists me to publish the ads all around the world.*
* *I got a hotels contracts, by making a deals with the hotel, which is B2B deals, means that the company should pay to the hotel rooms on prepaid payment, neither the guests book the rooms nor not.*
* *I used to make the data entry job of contracts on our online system, since it’s a very sensitive job, and there is no place for mistakes.*
* *The company finance income has grown up 20% during my duty with them*

**Dubai & Malaysia Betterboooking.com - Online hotel bookings for worldwide - Director of Sales**

**Nov. 2012 ~ Jan. 2014**

**Description:***I am basically the backbone of the company, and involved in making overall strategies for the growth of business along with the Chairman, Chief Executive, Board of Directors, and Non-executive directors. The competitive world of sale goes through a lot of ups and downs, and an efficient sales director knows how to successfully generate a sale with effective planning, and implementations. I am holding the big responsibility of making my company stand in the competitive market against strong competitors. The complete job role is marketing oriented, and the chair person oversees the complete sales department, gathers performance data to prepare future plans, and create reports for senior managers, as well as shareholders. I am focusing on customer acquisitions, and revenue growth. I have to achieve the set financial target by doing everything possible.*

**My Responsibilities:***A senior sales manager holds a big responsibility over my shoulders, and plays multiple functions in any company. I have to play different roles, and meet up with different post holders of the company, to set up strategies, and to study the statistics. Besides working for the regular office hours, I may even have to work overtime to complete my targets within the deadlines.*

* *I have to study the previous stats of the company, and understand the policies adopted by company to improve these stats.*
* *I have to develop new strategies, tactics, and plans for future growth of company's database.*
* *I have to generate reports based on facts to be presented before the senior managers, and shareholders.*
* *I have to meet the sales target set within the given deadline with restricted territory, and accounts.*
* *I have to build up a better customer relationship, understand their needs, and try to make them satisfied without compromising with the company profits.*
* *I have to maintain long lasting customer relationships.*
* *I have to represent my company's business policies in various conferences, trade fairs, and networking events to attract more and more clients.*
* *Effectively communicate the value proposals with different presentations.*
* *Analyze the sales team, and check if the work there is going on smoothly or not. Make amendments in the team members if necessary.*
* *Travel across various countries if required to attend various seminars, and events.*
* *Coordinate the sales operations with all the other departments of the company.*
* *Establish performance goal for each employee, and monitor if the employee is able to meet up the expectations or not.*
* *Continuously motivate the sales team, and inspire them to stay focused on company's goals.*
* *Seek out new customers, and sales opportunities to help build up the empire.*

***My Skills:*** *Outstanding communication and negotiation skills, I have to be enthusiastic towards my work. No results can be achieved without showing the dedicated passion, and dedication.*

*I must be good at report preparations, and data analysis work. "With my impressive personality would surely help me crack the nut here."*

*I have to be able to cope up with stress as working under deadlines is not at all an easy task.*

**Dubai Arablink Tourism & Rent a Car – Travel Agent Consultant**

**Nov. 2011 ~ Nov. 2012**

**My Responsibilities:** *a travel agent consultant is responsible about the reservation from A to Z as follows:*

* *Deal with wide range of customer's profiles.*
* *Responding and providing every travel agent for any inquiries and information in UAE hotels.*
* *Preparing every booking for the individual clients & groups (Hotels, Transportations, Meals... etc)*
* *Make quotations for the travel agents and give them the best rates.*
* *Answering the phones of the individual guests and do the booking.*
* *Collect the payment from the direct guests.*
* *Issues the vouchers for the clients.*
* *Answering the requests of agents thru MSN messenger.*
* *Operating and organizing all the service for the following groups nationalities: Russian, Chinese & GCC multinational (Noting that GCC market is part of ME Market)*
* *Acknowledge of GDs system.*

**Syria Phoenix Travel & Tourism – Tour Operator**

**June 2009 ~ Oct. 2011**

**My Responsibilities** *my job was insisting the following missions:*

* *Responding and providing every travel agency out of Syria for any inquiries and information in tourism industry.*
* *Preparing every booking for the groups (hotels, buses, meals, guides ... etc)*
* *Make quotations for the travel agents and give them the best rates and prices.*

**Syria MTN mobile operator – Customer care representative**

**Aug. 2008 ~ Nov. 2009**

**My Responsibilities** *as a customer service agent at MTN who has over 5 million subscribers, we were as a customer agents have a stress, serious, clear, full of information & professional environment, our team members was over 400 agents, doing the following tasks for subscribers:*

* *Deal with wide range of customer's profiles.*
* *Work in High -paced and stressful environment.*
* *Knowledge of GSM products and operations.*
* *Good knowledge of used applications (CRM).*
* *Achieve CCE Quality Objectives ( observation, satisfaction, complaints)*
* *Achieve CCE Productivity objectives.*
* *Achieve department objectives (answering calls, SL…).*
* *Deal with multiple profiles of Supervisors, senior leads and agents, (mentalities, behavior…)*
* *Deal with other department & divisions.*

**Education**

**2004-2009 Tourism college (Syria - Damascus) - specialized in Travel & Tourism management**

**Languages**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Arabic | English | Danish |
| Oral level | Native | Fluent | Intermediate |
| Written level | Native | Fluent | Basic |

**IT Abilities**

* Proficient with Windows systems
* Proficient with the Microsoft Office package
* Excellent Internet user
* Experienced in project database management
* Especially skilled in utilizing social networks

**Interests, Voluntary Work**

**Interests**: I enjoy open air activities and practicing sports. I have a passion for music, travelling, cooking, reading novels.

**Voluntary work:** *I have made a lot of volunteer work since I reached Denmark as follows:*

* *I have a volunteer contract with “Social Netværk” in a project called “Byg Bro”*

*The project target is that Varde Kommune, should send me the Asylcenter in case there is any new refugee should come & live in Varde, in order to explain for him/her about the commune rules, and help with building a plan in order to work or study.*

* *I used to be a translator English/Arabic at Sønderborg asylcenter.*
* *I volunteer in cleaning the tennis club at Sønderborg.*
* *Arranging an event because of the queen birthday, and making a food for almost 500 persons.*
* *Escort the children at the asylcenter to make a camping at Sønderborg forest.*
* *I have been invited for a dinner with Sønderborg Rotary Union in order to discuss the refugees situation in general, and what is my plans in the future in Denmark.*
* *Representing the refugees at the asylcenter by making a representation for the Danish children & let them know better about the refugees in a very smooth talking way.*
* *Helping a documentary film maker with translation.*

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