Mme AIOUEZ Amel
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Status: Married



Professional Summary

Experienced travel and airline industry professional with over 15 years of expertise in reservations, ticketing, sales, and customer service. Proven ability to lead teams, manage high-pressure situations, and deliver five-star service standards. Skilled in GDS systems (Amadeus), group bookings, and cross-department coordination. Strong communicator fluent in Arabic, French, and English, with a deep understanding of local and international travel markets.

BACKGROUNG & TRAININGS

2007 – 2009	Senior Technician in MARKETING - INFPSG
2009 – 2011	Higher education degree in management: CHAMBRE DE COMMERCE – FOIRE D'ALGER.
2010	Amadeus Basic Course: QATAR AIRWAYS TRAINING CENTER.
2011	Amadeus Reservation Course: QATAR AIRWAYS TRAINING CENTER
2012	Amadeus Ticketing Course : QATAR AIRWAYS TRAINING CENTER
2012	Five star on the ground: QATAR AIRWAYS TRAINING CENTER
2013	Delivering Five Star Services: QATAR AIRWAYS TRAINING CENTER
2014	Frequent flyer program: QATAR AIRWAYS TRAINING CENTER
	Data processing Diploma, MS Office XP (WORD, EXCEL, OUTLOOK EXPRESS, POWER POINT and INTERNET).

PROFESSIONAL EXPERIENCE

AUG 22-JAN25 **Satguru Travel Site Manager U.S EMABASSY ALGIERS**

MAY 19- SEP19 **Youmid Tour-Ticketing Officer**

OCT 18 -APR19 **Caltam Tours**– Travel Officer

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APR 18 - AUG 18 **Satguru Travel** – Sales Executive

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AUG 09 - FEB 18 **Qatar Airways** - Reservation agent

- Preparing different reports PFC/group follow up/deposits/flight load.

- Group bookings & Group bookings follow up.
- Visa Packages
- Assisting Airport team during the days of the flights (E TKT association, ISSUING PENALITY MCOs, reissues)
- Handling phone calls through call center (Inquiries from Passengers & Travel Agents)
- Telesales calls with travel agencies (promotions news…
- Interact with other departments (commercial, finance, and airport) by email in all issues related to the business.
- Response in writing to emails received from Passengers, Travel Agents or other stations.
- Email communication with different QR department (pricing/revenue management/Flight analyst/e-ticket support/help desk…
- Performs all duties and responsibilities within the assigned time frame to established company policies to achieve the overall objectives.
- Perform other related jobs as requested.
- Prepare and assist the sales team to the workshop with travel agencies and corporate
- Staff Work dispatch /refunds/flights reports
- Supervise staff and ensure quality of work meets the Airline standard
- Guide and support staff and keep them updated with relevant changes in the industry
- Prepare staff roster to ensure proper distribution of manpower on weekly Optimum utilization of available manpower
- Brief and update the Management regularly on any requests that require their approval
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AUG 08 - JUL 09

Air France – Reservation agent

- Ticketing & Reservation (Amadeus System).
- Handling Passengers at Counter.
- Calculate & verify route fare & taxes prior to issuance of ticket (E-Tickets, MCO, EMD…etc).
- Calculate ticket refund amount /checking travel agencies refunds
- Updating REFUNDS on the system
- Pre Flight Check (PFC)
- Close sales report on daily basis

COMPETENCIES

- Communication
- Leadership
- Problem Solving
- Planning and organizing
- Team work
- Time management
- Value-Oriented (Integrity, courage, passion, trust and transparency)

SKILLS :

- Customer and result oriented

- GDS expertise (Amadeus: booking, pricing, ticketing, refunds)
- Group travel coordination
- Strong communication and call center experience

- Team leadership and staff supervision
- Workshop and corporate event preparation
- MS Office proficiency (Word, Excel, PowerPoint, Outlook)
- Knowledge of travel industry trends and local market
- Time management and multitasking
- Problem solving and cross-functional collaboration

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Languages

- **Arabic** – Native
- **French** – Full professional proficiency
- **English** – Full professional proficiency