

SAIFALDEEN AL-RAHAHLEH

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OBJECTIVE

Driven and ambitious professional with proven success in running email, implementing management, organization, sales and operations plans, with hands-on experience in social media and marketing strategies, professional in coordinating and organizing programs.



EDUCATION

Hotel Management | Hashemite University, 2012-2016

Information Technology | Dirar Ibn Al-Azwar High School, 2012



EXPERIENCE

Senior Help Desk Executive | IVY Hygiene Solutions

OCT 2018 – PRESENT

Managing the correspondence between the sales team and their clients. Monitoring customer accounts. Providing data and reports to the sales team that help keeping track of sales targets. Additionally, make a maximum follow up to avoid any confusion and duplication with the customers need.

1. Effective role in supporting Sales and CRM in their tasks and duties with proven success.
2. Capability of Assuming CRM Executive duties for two weeks.

Industry Solutions – Customized Products | IVY Hygiene Solutions

JUNE 2019 – SEP 2019

A short period project, provides assistance in customization and designing field, starting from recommending, creating, developing, enhancing ways. Responsible of all printed products in IVY, and its sales movement as well and make sure the process is going smoothly. Follow up with clients, and all my colleagues in Sales, Logistics, Operations departments. This role has been delivered to me with maximum support and motivation from my manager to handle the department, plus my self-esteem and development leads me with efficiency to get the promotion.

Program and Business Development | Freelance

JUNE 2014 – OCT 2018

Identified and implemented new business leads and opportunities help tourism agencies and tour operators to create new way in the field of tourism and hospitality. Study the hospitality among the region, preparing trip proposals and the ability to give advices. Worked closely with tourism offices. I was engaged in that work gradually, and being supported through my last job at The Royal Society for the Conservation of Nature (RSCN).

Reservations & Communications Agent | Four Seasons Hotel

MAR 2017 – JULY 2017

Managed a large volume of calls throughout the shift. Contacted the guests to provide pre-arrival assistance, as well as answered any questions or concerns. The main duty in addition, is to assist the customers with their reservation requests through phone, email, and property website.

1. I got %100 in Four Seasons reservation standards during my working period.
2. Ability to support the Reservations and Communications assistant manager with his duties.

Tourism Sales Coordinator | The Royal Society for the Conservation of Nature

JUNE 2016 – MAR 2017

Developed initiatives and partnerships to promote Wild Jordan Adventures resulting in an increase in the generated revenue to financially sustain RSCN's Socioeconomic Program.

1. Achieved sales goals implemented and reached new audience within 6 months.
2. Created a new social media account for Wild Jordan on Snapchat.
3. Assumed the social media task plans, pursuit, and preparing reports for 9 months.
4. Supporting in amending and preparing new content for Wild Jordan.

Reservations Coordinator | The Royal Society for the Conservation of Nature

NOV 2014 – MAY 2016

Assisted and helped customers to make their bookings at RSCN's nature reserves, giving recommendations, promoted Wild Jordan's activities to financially sustain RSCN's Socioeconomic Program.

1. Promoted a new trips resulting in increased revenue for the Tourism Unit.
2. Helped in classifying and generating the tourism unit data to facilitate word and access to information.



SKILLS

- Team management.
- Diligence & precision.
- Delegation.
- Problem Solving.
- Strong management & organizational skills.
- Dynamic, Resourcefulness & initiation.
- Strategic thinking.
- Implementing strategy.
- Decision making.
- Effective communication.
- Multi-tasking person.
- Creating and keeping deadlines.



TRAININGS & ACTIVITIES

- **UNDP Trainings**
(EIA in Tourism, Green Unit).
- **Amman Chamber of Commerce**
Certificate of "Management and Emotional Intelligence in Sales".
- **Kenzi Academy**
Certificate of "Professional Selling & Customer Retention Strategies".
- **International Innovation Power Academy**
Certificate of "Financial markets, and Economic perspective".
- **Pioneers Academy**
- Certificate of "Adobe illustrator".