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| Souad Yakoubi | page1image8121936.png73, rue du Chevaleret 75013 Paris  Picture 10 +33 7 68 52 90 26  image6.png souad.yakoubi@icloud.com  Picture 4 Native: French, Fluent: English,  Intermediate: Modern Standard Arabic |

A highly innovative, self motivated and dedicated professional who applies more than 20 years of experience gained across multiple sectors to promote solutions, enrich experiences and instil brand loyalty. Proficient at engaging with Key Accounts to drive innovation while exploiting upselling opportunities. A loyal and enthusiastic individual who is passionate about client relationship and strives to deliver authentic experiences that connect people and establish positive reputations.

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| * Account Management * Customer Relationships * Business Planning | * Market Analysis * Project Ownership * Cross-Functional Teams | * Problem-Solving * Support and Training * CRM and GDS systems |

Professional Experience

JacTravel ( Part of WebBeds) ~ London, UK

operations executive (Groups) ~ 2022-2023

Preparation of tours: creating bookings in Tour plan, requesting services to suppliers :accommodation, attractions, guides, restaurants. Planning all services within budget and margin. Planning all services according to the itinerary. Administration of group reservations: amendments, cancellations, generating invoices…

Shevlin Millinery ~ Dublin, Ireland

sales assistant ~ 2022-2021

As an assistant to this talented Milliner making unique tailored made hats, I thoroughly processed sales orders, built, and maintained an updated client portfolio, and participated in Trade Fairs (Dublin Showcase)

Dr Martens ~ London, UK

e-Commerce Customer Service Advisor (Remote) ~ 2020-2021

As a member of this remote team, diligently processed orders for customers and offered recommendations about available products to influence purchase decisions; professionally handled any complaints by calmly explaining processes and offering alternatives that align with customer expectations.Carefully reviewed company policies relating to returns, refunds and exchanges to promote best practice and contribute to the smooth running of the department.

Liaised with the customer service manager to discuss issues affecting the order process; implemented solutions that maintained workflows and distribution schedules.

Kuoni Tumlare ~ London, UK ~ 2019-2020

Destination Management Executive

Within this busy environment, supported the delivery of direct and on-going destination advice to customers by understanding their needs and recommending packages that match expectations; exploited up-sell opportunities to maximise contributions and achieve profit margins.

Directly engaged with Sales and Procurement to evaluate strategies and influence discussions, optimising selling points delivered to end users.

International Reservation Executive

Steered negotiations with luxury travel coaches to secure contracts at low cost while coordinating with tour leaders to provide travel itineraries and remain within schedules.

Connected with business partners in France, Luxembourg, Monaco and Switzerland to organise tours for large groups traveling from Asia and Europe.

Booking.com ~ London, UK

Customer Guest Executive ~ 2019

Promptly responded to queries received from guests, hosts and business partners by gathering feedback and, for more serious concerns, escalating maters to senior management.

Assessed claims to deliberate actions relating to incorrect charges, overbooking and payment issues; responded to live chat and email messages regarding cancellations and special requests.

Salesforce ~ Dublin, Ireland

Success Agent ~ 2017-2018

Frequently interacted with existing customers to provide information on SF products including marketing, sales and service cloud offerings; investigated queries to classify and map issues.

Updated CRM ticketing systems to assess business impacts for the customers and to prioritise issue severity levels, escalating concerns to relevant departments for immediate resolution.

Delivered cross-functional language support through guided screen sharing and conference calls.

Additional Experience

* Sales Assistant (2016) | EPIC Ireland (The Irish Emigration Museum) ~ Dublin, Ireland
* Travel Consultant (2015) | Bluelink (Air France Group) ~ Paris, France
* Sales Assistant (2014) | Shevlin Millinery ~ Dublin, Ireland
* CS Executive (2013) Booking.com ~ Paris, France
* HR Bank Official (2012) | AIB ~ Dublin, Ireland
* Sales Administrator (2011) | AMO, Abbott Medical Optics ~ Dublin, Ireland
* Reservations-Sales Associate ( 2010-2011) | Marriott International ~ Cork,Ireland

Education & Training

AMD 201 Salesforce Administrator Certificate ~ 2018

Digital Web Design Course ~ 2017

Professional Certificate, Tourism and Sales ~ 2005

DULCO Classical Arabic | INALCO University, Paris ~ 1997-2000

DEUG Modern Literature | Sorbonne Nouvelle University, Paris ~ 1995-1996