

**HADEEL ABD FAWZY EL ABD ABU ZANNAD**

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**PROFESSIONAL OBJECTIVE**

To collaborate with your company in a position which gives me the chance apply my education, skills, and experience.

**EDUCATIONAL BACKGROUND**

**Bachelor of Science in Tourism 2006**

Faculty of Tourism and Hotels, Tourism Department.

Helwan University

**Grade:** very good with honor

**EMPLOYMENT HISTORY**

**HAMAD MEDICAL CORPORATION (Qatar)**

- Senior Quality / Acting Team leader & complaints investigator. (July 2018 – 30 April 2023).
- Administrative Senior Clerk. (November 2015 – July 2018).
- Call Center Senior Clerk. (November 2014 – November 2015).
- Processing Senior Clerk. (February 2014 – November 2014).

**GAT TOURS (Egypt)**

- Head of Nile Cruise Reservation Centre Department. (February 2010 – January 2013).
- Senior Coordinator – Outdoor Tourism Department. (April 2009 – January 2010).
- Supervisor tour operators – Online Hotel's Reservation Department. (July 2008 – March 2009).
- Flight Tickets Reservation & Tour Operator. (November 2007– June 2008).
- Assistant Tour Operator & Assistant Reservation Manager. (June 2007 – October 2007).
- Front Desk Secretary. (February 2007 – May 2007).

## **BLACK HORSE TRAVEL (Egypt)**

- Flight Tickets Reservation – Aviation Department. (October 2006 – January 2007).
- Tour Operator – Indoor Tourism Department. (August 2006 – October 2006).
- Religious Tourism Department. (June 2006 – August 2006).

## **SKILLS**

### **Language Skills:**

Arabic: Mother – Language  
English: Very Good

### **Computer Skills:**

Word (very fast typing Arabic +English), mailing, search, excel, outlook.

### **Personal Strengths:**

Punctual, Organized, Hard Working, Problem- Solver.

## **TRAININGS**

### **Hamad Medical Corporation**

World of Opportunity – **January 29, 2017**

World of Service – **January 28, 2016**

World of Communication – **November 2, 2015**

World of Welcome – **September 13, 2015**

Telephone Technique – **March 23, 2014**

### **E- Learning -TRAININGS**

- Management of information.
- Office Administration HMC Best Practice.
- Environmental Safety.
- Fire Safety.
- Major Incidents.

### **Certificate of Appreciation**

RBMS- Perfect Attendance (July 2020 – September 2020).

RBMS- Perfect Attendance (April 2020- June 2020).

RBMS – 20 March 2018 (Achieving 100% on call quality monitoring).

RBMS – 28 April 2018 (Admin- Call Quality Score 99.4% from January to March 2018).

RBMS – 23 October 2018 (RBMS- perfect Attendance from July to September 2018).

RBMS – 27 December 2018 (Attendance Cancer Awareness Training Program).

Call Quality – April to June 2017 – Call Quality Award AVG Score 99.6% (Admin).

RBMS – February 15, 2017 – Best Performer Award.

RBMS Best Call Quality (Admin Team) – July – October 2016.

RBMS Best Call Quality (Admin Team) – April – June 2016.

Call Quality – January to March 2016 – Best in Call Quality Award.

RBMS – February 18, 2016 – Best Performer Award.

Call Quality – January – March 2015.

Data Quality - January – March 2015.

### **General Courses**

English Language Diploma {1-4 Basic Levels} - **February 2011**

Typing {English & Arabic} - **January 2007**

### **Tourism Field Courses**

-Galileo Basic Course - **November 2013**

-Tour Operator Course "Egyptian Travel Agents Associations" - **December 2011**

-Sabre Basic Course - **August 2007**

-Amadeus Basic Course - **February 2007**

### **Volunteer:**

#### **Computer Teacher.**

Qatar Scientific Club (26Jan – 06Feb 2014) - Spring Activities

### **Personal Details:**

Date of Birth: 15 / 12 /1985

Marital Status: Married

Nationality: Egyptian

Religious: Muslim

Based in Qatar

Residency Status: Under Husband Sponsorship

ID Number: 28581809319

Passport Number: A10531464