



AHMED TAHIR MOHAMED

PERSONAL INFORMATION

Nationality: Sudanese

Marital Status: Married

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OBJECTIVE

Seeking an opportunity where my educational background and practical experience could be applied and enhanced.

EDUCATION

The Arab Academy for Science and Technology (Alexandria, Egypt)

College of management and Technology

Hotels and Tourism Department

Major: Bachelor Degree in Tourist Studies February 1997

WORK OF EXPERIENCE

Sales Manager Corinthia Hotel Khartoum July2018 –Current (Khartoum, Sudan)

- Achieve booking goals by prospecting clients in the local Hotel market.
- Identify, research and develop new clients in the local market
- Identify research and develop clients from smaller companies (based on annual revenue and staff) as potential clients for negotiated rate contracts.
- Negotiate rates and other clients bookings based on client usage/history.
- Arrange and conduct site visits/tours as required.
- Maintain all phone and e-mail contacts.
- Maintain all calls, tentative bookings, definite bookings and other relevant data in the hotel sales software.

Sales Manager Al Salam Rotana Khartoum February 2014 – July 2018 (Khartoum, Sudan)

- Ensure comprehensive and complete coverage of own portfolio, covering all levels of accounts managerial and departmental executives for a comprehensive client servicing, achieving targets and maximum productivity
- Implement and execute all sales objectives and action plans to reach and exceed targets set
- Establish parameters, quotes and negotiate prices with customers for transient and group business in connection with the properties
- Promote and produce sales leads for Rotana within its respective areas
- Provide feedback on changing marketing conditions, including trends in the competition, as a result of direct sales solicitation, telephone and direct mail in its market areas
- Establish and maintain files of major accounts and assist Superiors in maintaining the accounts management system
- Ensure that selling strategies are adhered to during negotiations and maximize up selling opportunities whenever possible.

Sales Manager Corinthia Hotel Khartoum July 2013 – January 2014 (Khartoum, Sudan)

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Sales & Marketing Manager (Pre-opening) El Seref for Hotels & Tourism January 2013 – March 2013 (Khartoum, Sudan)

Responsible for all sales and marketing activities as well as all public relations of El Seref Complex.

Assistant Sales Manager Coral Khartoum Hotel March 2011 – Dec. 2012 (Khartoum, Sudan)

Function as the assistant of the Director of Sales of the property's segmented sales effort and responsible for implementing the segment sales strategy and achieving segment revenue goals, property revenue goals and guest and associates satisfaction. Assist in all day to day activities related to the sales function with a focus on building long term, value-based customer relationship that enables achievement of property sales objectives. Achieves personal booking goals and makes recommendations on booking goals of direct reports.

Sales Manager Corinthia Hotel Khartoum October2009 –February 2011 (Khartoum, Sudan)

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Front Desk Supervisor Omni Shoreham Hotel February2007-March2008 (Washington D.C., USA)

- Reconciling all postings, balancing cashier's work and assisting guests at the front desk, answering phone calls.
- Providing expeditious and diplomatic resolution to guest's complaints.
- Being fully knowledgeable with all emergency procedures.
- Review availability and prepare for oversold situations
- Ensure all needed reports are run, review days postings.
- Continue training with all night audit associates.
- Handle all guest complaints maintaining a satisfactory impression with the guest on resolving any complaints.
- Ensure blocked / assigned rooms for VIP guests.

Shift Manager Avis January2006-October2006 (Washington D.C., USA)

- Plan and implement staffing schedules based on business demands and transaction levels.
- Ensure customer complaints are handled and resolved in a timely, effective manner.
- Provide statistical information relating to transaction and revenue projections, comparisons to past results, share of market, salary and wages, manpower usage, etc. to management; consolidates statistics which projects expenditures and revenues based on past trends, and local economic conditions; analyzes and investigates unusual variations; makes recommendations based on data reported.
- Assist management in the preparation of the annual budget by recommending proper monthly allocations of overall budget amounts; monitors all expenses.
- Ensure all Quality Assurance standards are maintain dandles Corrective Action when necessary.

Customer Service Manager Hertz Corporation August 2003-January 2006 (Washington D.C., USA)

- Helping to develop a customer service policy for the entire organization.
- Managing a team of customer services staff.
- Handling face-to-face enquiries from customers.
- Providing help and advice to customers using your organization's products or services.
- Communicating courteously with customers by telephone, email, letter and face to face.
- Investigating and solving customers' problems, which may be complex or long-standing problems that have been passed on by customer service assistants.
- Issuing refunds or compensation to customers.
- Keeping accurate records of discussions or correspondence with customers.
- Analyzing statistics or other data to determine the level of customer service.

Assistant Manager Le petit Bistro August 2001- March 2003 (Fort Lauderdale, Florida, USA)

Preparing schedules, daily paperwork and handling cash and helping customers.

Sales & Marketing Manager Alsheraa Company August 1998- May 2001 (Cairo, Egypt)

Managing marketing programs including the development and implementation of marketing strategies and tactics that best serve targeted customer segments and drive revenue growth.

Office Manager MGI (Mars Group International) May 1997- July 1998 (Cairo, Egypt)

- Communicating and interfacing with all departments.
- Gathering and summarizing data.
- Preparing reports and composing correspondence.
- Other duties and projects as assigned.

SKILLS

Well spoken and written Arabic and English.

-Fast self-learner.

-Team player.

-Excellent customer service skills.

-Multitasking.

-General computer, MS Office Applications and Opera Hotel System.

References are available upon request