

CURRICULUM VITAE

Personal Information

Name: Laure Samir Barsa
Date of birth: 05th of January 1985
Place of Birth: Abu Dhabi
Nationality: Syrian
Gender: Female
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CAREER OBJECTIVE

To obtain a challenging and growth oriented position in or related to any field of sales, marketing and customer relation in a prosperous company.

Work Experience

Syria

From Jan.19 – until now: An employee at *Ministry of Tourism – Technical Tourism Institute* Damascus:

- Administrative employee at Students affairs Department for 8 months.
- Dealing well with students and follow up their studies and behavior with parents and teachers.
- Amadeus & Galileo IT Program / Ticketing Booking / Trainer from Oct.19 until now.

From Sept.11 – until Dec.18: An employee at *Ministry of Tourism – Directorate of Marketing and Tourism Promotion* Damascus:

- Comprehensive marketing studies for markets and tourist destinations.
- Marketing studies for tourism products (river, environmental, cultural, and religious).
- Marketing studies for museums and archaeological sites.
- Organize electronic tourism to market tourist services and the inclusion of tourist attractions on the tourist map and other routes.
- Directing and participating in the technical works necessary for the preparation of publications, advertising breaks, promotional films and other means of advertising and publishing that serve the promotional objective.
- Translate what serves tourism promotion and marketing.
- Organizing and supervising exhibitions, festivals and tourism activities.
- Getting the necessary approvals and media coverage.
- Studying and evaluating tourism activities and events.

2008 – Nov 2010: Visa and Tourism Coordinator at *Air Arabia* Damascus:

- Apply visas for United Arab Emirates.
- Dealing with Sharjah immigration and work on visa applications.
- Tourism programs organizer [Outgoing programs]
- Tour Leader with Syrian group for trips.
- Hotels reservations out / in Syria.
- Ticketing and [Sales Supervisor for 7 Monthes].
- Customer Care Supervisor.
- Deal with customer complaints with a positive Attitude.
- Customer care and public relation.

2006 – 2008: Tourism Supervisor at *First Class Tours & Travel Services* Damascus:

- Tourism program organizer (Incoming programs).
- Tourism program organizer (Outgoing programs, charter trips).
- Tickets sales by AMADUS and GALILIO systems.
- Customer care and Public relation.

2004 – 2006: Programs Coordinator at *Silk Road Travel & Tourism Services* Damascus:

- Tourism program organizer (Incoming programs, European Market).
- Hotels reservations.
- Public relations.

Education Attainment

- 2017 – until now: Third year at the *faculty of Theology – Melkite Greek Catholic Patriarchate*, Damascus Syria.
- 2009 – 2010: *Higher National Diploma (HND) in Marketing & Tourism* from Hotel and Tourism Training Center (HTTC) *approved by Edecxel International (one of the most awarding Educational & Examining Body in UK)* / Level: Excellent.
- 2002 – 2004: Graduated from *Hotel & Tourism* Training Center, offices and Air Ticketing Division / Level: Excellent
- 2001 – 2002: *Baccalaureate in Science* from *Al Maouna* High School, Damascus Syria.

Training Courses:

Dec – 2016

Training course for 1 week at *Syrian Ministry of Administrative Development* by Minister D. HASSAN AL NOURI / Damascus Syria:

- **Marketing Skills** Duties and Responsibilities for this training:
 - Marketing and communications.
 - Market and Target audience.
 - Competition, Offering, Pricing.
 - Sales and buying process.

Sep / Dec – 2016

Two Training courses for 2 months at *Arab Parliament* for experts training / Damascus Syria:

- **NLP (NEURO LINGUISTIC PROGRAMMING 1 – 2 Diploma)**

Nov – 2016

Training course for 1 month at *Arab Parliament* for experts training / Damascus Syria:

- **LSS (LEADER SHIP SKILLS)**

Mar – 2015

Training course for 3 months at *Al Abjadyeh* Center for Sciences / Damascus Syria:

- **HR (HUMAN RESOURCES)**

Oct – 2014

Training course for 3 months at *Al Abjadyeh* Center for Sciences:

- **NLP (NEURO LINGUISTIC PROGRAMMING)**

2008

- Training for 15 Days at *Julia Dumna* Company / Damascus Syria:
 - **Customer Care** Duties and Responsibilities for this training:
 - Deal with customer complaints with a positive attitude
 - Customer Care Sales Process
 - Negotiation / Dealing with the customer
 - Presentation of Visa with complete details.
 - How build a long-term relationship with the customer and improve overall customer satisfaction.

Jun – 2004

- Training for 04 Months at *British Airways* / Damascus Syria:
 - **AMADEUS system and Ticketing Booking**

Jun – 2003

- Training course for 04 Months at *Middle East Travel & Tourism* / Damascus Syria:
 - **Tourism Programs Organizing**

Special activities

Head of Fraternal (Al MILD) for undergraduates and workers in Cyril's Church since 2009 until now.

The goals of Fraternal:

- 1- Activating the spiritual formation of the fraternal members in order to deepen their faith in the Lord Jesus Christ and embody this faith in their lives.
- 2- Activating pastoral work and public service for members in cooperation with the Leading Father.
- 3- Networking members and communicating with various youth activities in the church.
- 4- Educating the spiritual and liturgical members through life topics and biblical texts.
- 5- Encouraging members to practice prayers, especially the secret of divine gratitude.
- 6- Enabling the members to carry out various societal activities in order to activate and deepen the fraternal relations among them.

Other activities and skills

- ✓ Creative thinking, problem solving and analytical skills.
- ✓ Enthusiastic, dynamic, diplomatic and open minded.
- ✓ Ability to work under pressure and learn new things fast.
- ✓ Best Communications with people.

Language Proficiency

	Read	Write	Speak
Arabic:	Excellent	Excellent	Excellent
English:	Excellent	Excellent	Excellent
French:	Very good	Good	Good
Syriac	Very good	Very good	Good

Technical Qualifications

Computer literate in Microsoft word, excel and internet surfing.

Character References:

Upon Request

I hereby that the above information is veritable an accurate to the best of my knowledge and belief / References are available upon request.