

Aeshah Durhum Al-Buqmi

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 Saudi Arabia

SUMMARY

Motivated tourism and hospitality professional with hands-on experience in travel reservations, event organization, and visitor guidance. Proven ability to provide excellent customer service, coordinate logistics, and support diverse audiences in dynamic environments. Skilled in booking systems, communication, and delivering high-quality guest experiences aligned with Saudi Vision 2030.

EXPERIENCE

Al-Saadoun Travel and Tourism Agency | Saudi Arabia

Reservation Agent | August 2024 – August 2025

- Processed reservations for flights, hotels, and tour packages.
- Provided accurate information on travel options, pricing, and availability.
- Maintained strong customer service by resolving booking issues and ensuring client satisfaction.

Setting up and Organizing Kafu Winter Exhibition | King Faisal University | Saudi Arabia

Volunteer | March 2024

- Supported the planning and coordination of event logistics and activities.
- Assisted in managing guest flow and ensuring smooth event operations.
- Communicated effectively with team members to execute tasks efficiently.

Historical Documentary Exhibition | King Faisal University | Saudi Arabia

Guide Volunteer | January 2024 – February 2024

- Guided visitors and provided simplified, engaging explanations of historical exhibits.
- Adapted communication style to suit diverse age groups and cultural backgrounds.
- Responded to visitor inquiries and ensured a positive, educational, and interactive experience.

EDUCATION

King Faisal University| Al-Hofuf, Saudi Arabia

Bachelor’s Degree in Tourism and Hospitality | August 2021 – May 2025

- GPA of 4.47 second class honor
- Acquired academic knowledge and practical skills in tourism and hospitality fields.
- Developed communication and customer service skills according to international standards.
- Promoted sustainable tourism and preserve cultural heritage.
- Understood global tourism trends and the fundamentals of hotel and tourism service management.
- Contributed to the development of the tourism sector in the Kingdom and support Saudi Vision 2030.

OTHER

- Certifications:**
 - goeple GA44 data and reports | June 2025.
- Courses:**
 - Risk Management Course | June 2025.
 - Introduction into Project Management Professional | June 2025.
- Technical Skills:**
 - Booking Systems.
 - Travel Procedures.
 - Office Programs.
 - Event Coordination.
 - Communication Skills.
 - English Language.
 - Flight Reservations.
 - Passenger Support.
 - Travel Inquiries.
 - Strong General Computer Skills.
 - Proficiency In Microsoft Office Suite.
- Soft Skills:**
 - Communication.
 - Problem Solving.
 - Attention to Detail.
 - Decision Making.
 - Analytical Thinking.
 - Time Management.
 - Flexibility and Adaptability.
 - Collaboration and Teamwork.
- Languages:** Arabic, English.