

MOUSSAB ABDERRAHMAN BACHA

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Tourism & Customer Service Specialist

SUMMARY

Dedicated Tourism and Customer Service Specialist with over 8 years of hands-on experience in travel planning, booking systems, and client relations. Skilled in designing and managing tailor-made travel programs, handling end-to-end reservation processes, and providing professional guidance to ensure customer satisfaction. Proven track record in leadership roles, including managing travel agencies, coordinating group tours, and implementing marketing strategies to boost sales. Strong expertise in the Algerian tourism market with knowledge of international destinations.

CORE COMPETENCIES

- Travel Program Design & Planning
- Flight, Hotel & Transport Booking Systems
- Customer Relationship Management (CRM)
- Destination Knowledge (Algeria & Abroad)
- Tourism Marketing & Promotion
- Problem Resolution & Complaint Handling
- Team Leadership & Staff Training
- Multitasking in High-Pressure Environments

WORK EXPERIENCE

Agency Manager – Marmara Travel – Algeria

2023 – 2025

- Directed all agency operations including sales, bookings, and client services.
- Managed a team of travel consultants, ensuring high performance and service quality.
- Negotiated with suppliers to secure competitive prices for travel packages.
- Designed promotional campaigns to attract new customers and retain existing clients.

Tourism Consultant – Multiple Agencies – Algeria

2017 – 2023

- Developed and sold travel packages for domestic and international destinations.

- Coordinated group tours, handling logistics, accommodation, and transportation.
- Managed bookings for flights, hotels, and excursions through various reservation systems.
- Built strong relationships with clients, resulting in high customer loyalty.

Restaurant & Fast Food Operator – Algeria

2014 – 2017

- Managed daily operations, including food preparation, inventory, and customer service.
- Ensured high quality and hygiene standards, enhancing customer loyalty.
- Trained and supervised staff to maintain service efficiency.

EDUCATION

- Baccalaureate in Literature & Humanities – Algeria
- 2nd Year Law Studies – University of Algeria

TECHNICAL & SOFT SKILLS

- Microsoft Word & Excel (Proficient)
- Social Media Marketing (Basic)
- Booking & Reservation Systems (Amadeus, Galileo – Basic)
- Strong Communication & Negotiation
- Time Management & Organization
- Customer Service Excellence
- Adaptability in Dynamic Work Environments

LANGUAGES

- Arabic: Native
- French: Intermediate
- English: Intermediate