

Contact

+966582196156 (Mobile)
maramgalal0@gmail.com

www.linkedin.com/in/maram-
ibrahim-91395b36b (LinkedIn)

Top Skills

Problem Solving
Hotel Booking
Patient Safety

Maram Ibrahim

Sales Manger
Istanbul, Istanbul, Türkiye

Summary

“Sales Manager in travel & tourism with 5+ years of experience crafting and promoting international tour packages. Achieved a 30% increase in bookings and revenue by designing tailored travel solutions and forging strong partnerships with airlines and hotels. Skilled in negotiation, team leadership, and strategic sales. Seeking to leverage this expertise in a dynamic environment to drive further growth. Open to connecting with professionals and partners interested in launching standout travel projects.”

Experience

Howeyah Travel - هوية للسفر والسياحة -
Sales Manager
September 2023 - Present (2 years)
Türkiye

Promote the company's tourism packages and services to individual and corporate clients.

- Receive customer inquiries and provide customized travel offers tailored to their needs and budgets.
- Book airline tickets and hotels and organize complete tour itineraries.
- Coordinate with airlines, hotels, and other providers to ensure quality service.
- Achieve monthly sales and profitability targets according to the company's plan.
- Follow up with customers before, during, and after the trip to ensure satisfaction and address any issues.
- Prepare and present price quotations to clients in a professional manner.
- Participate in tourism exhibitions and promotional activities when needed.

Bazarea
Customer Service Management
August 2019 - August 2024 (5 years 1 month)
Türkiye

Promoting products across online platforms (such as the website, Instagram, and WhatsApp Business).

- Ability to persuade customers and close sales online.
- Handling electronic payment platforms (such as Tap, PayTabs, and STC Pay).
- Writing attractive and concise product descriptions to attract buyers.
- Managing seasonal offers and discounts and analyzing their results.
- Following up on incomplete orders and motivating customers to complete purchases.
- Analyzing customer behavior and suggesting appropriate products (cross-selling/up-selling).
- Using customer relationship management (CRM) tools to track sales and orders.

Balandi

Translator

March 2018 - July 2019 (1 year 5 months)

Istanbul, Türkiye

Translators from Turkish to Arabic

Alvina

Customer Service Agent

October 2016 - January 2018 (1 year 4 months)

Türkiye

Sales and customer service support

Translators from Turkish to Arabic

International Femto Lasik

Customer Service Agent

September 2015 - October 2016 (1 year 2 months)

Cairo, Egypt

customer service support

receptionist

Wasla Outsourcing

Customer Service & Telesales

December 2012 - August 2015 (2 years 9 months)

Cairo, Egypt

Sales

customer service support

call center

Pioneer

Stock Broker

January 2008 - February 2010 (2 years 2 months)

Cairo, Egypt

Executing buy and sell orders for stocks, bonds, and other financial instruments on behalf of clients or the company.

- Monitoring local and global financial market movements and analyzing daily trends.
- Providing investment advice to clients based on market analysis and portfolio suitability.
- Ensuring compliance with laws and regulatory instructions issued by the Capital Market Authority or other relevant authorities.
- Preparing periodic reports on trades and executed transactions.
- Communicating with brokers, banks, and investors to coordinate financial transactions.
- Using electronic trading systems and monitoring market performance in real time.
- Working with portfolio management or customer service teams to update client data and confirm transactions.

Education

Karabuk University

Master's degree, International Relations and Affairs · (September 2021 - February 2024)

Cairo University (جامعة القاهرة)

Bachelor of Laws - LLB, Law · (September 2004 - May 2009)