

Sanaa alanzi

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Profile

Dynamic professional with over two years of experience in sales and customer service, dedicated to driving team performance and enhancing customer satisfaction. Expertise in developing effective sales strategies while fostering strong communication within teams. Proficient in Microsoft Office and Amadeus reservation systems, showcasing a solid foundation in both operational and analytical skills. Committed to applying hands-on training and a proactive approach to excel in the tourism and travel industry, contributing to exceptional service delivery and operational efficiency.

Education

Tourism and Travel Management

January 2023 — May 2025

Professional Experience

Sales Supervisor, Bealth Water Bottling Co. Nova logo

February 2022 — December 2023

Lead and supervise the sales team, develop sales strategies to achieve company goals, and act as a link between management and the sales team.

Customer Service Supervisor, Teleperformance

May 2025 — July 2025

Train and mentor employees to ensure high-quality service delivery monitor performance improve customer experience, and develop service policies and procedures.

Cooperative Trainee, Hayakem Company king khalid international airport

January 2025 — May 2025

Assisted in customer service and daly operational support. Coordinated wth intemal teams to ensure quality service, Connbuted to basle data reporting and analysis

Cooperative Trainee, SGS Company king khalid international airport

January 2025 — May 2025

*Supported operations team in cxganizing and managing passenger procedures. Contbuted to enhancing passenger experience and provicng logistical support

Courses

Amadeus Airline Reservation Certificate

Computer skills course

English Language Course

Technical Skills

Excellent communication and customer service skills:
Proficient in Microsoft Office (Word, Excel, PowerPoint):
Airline reservation using Amadeus system:
Problem-solving and ability to work under pressure:
Marketing & sales :
Human Resources management :

Additional Information

Languages: Arabic, English