

# CURRICULUM VITAE

## PERSONAL INFORMATION

Name: Laure Samir Barsa  
Date of Birth: 05th of January 1985  
Place of Birth: Abu Dhabi – Emirates  
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 life.

## WORK EXPERIENCE

### **Assistant Manager.**

**Technical Institute for Tourism and Hotel Sciences, Damascus – Syria.**

**Sept/2022 – Until Now**

- Support the director in overseeing the operations and goals of Institute.
- Collaborate with the director to coordinate daily activities, internal policies, and monitor the achievement of objectives and provide comprehensive reports.
- Assists director in educational programs planning, development, application, maintenance, and assessment.
- Acting as key contact to provide general information in response to institute related enquiries from staff re contact details, dates of meetings, etc.
- Play an essential part in ensuring the smooth running of the Director's Office, providing efficient and accurate administration support to the Director.
- Managing the Directorate filing systems, mailing list and contacts database, taking telephone messages and dealing appropriately with incoming and outgoing post.
- Responsible for managing the tutoring operations, weekly programs and exam programs.
- Basic web-page management.
- Participating in team meetings, retreats and other institute events.
- Assistance to visitors and staff as appropriate to their position, seniority and urgency.
- Other clerical duties and special projects as arise.

**Administrative Employee at Students Affairs Office.****Technical Institute for Tourism and Hotel Sciences, Damascus – Syria.****Jan/2019 – Aug/2022**

- Directs and oversees student enrollment activities, to include admissions, registration, student records, enrollment management, and data collection.
- Maintain students database in the institute records and generate reports
- Helping students to register study subjects according to the study plan that pertains to each student and making recommendations to the student in matters related to adding and deleting subjects or changing the division, as well as guiding and assisting the student in matters related to the aforementioned.
- Ensure student files kept up-to-date (e.g., include all attendance-related notes, health notes, etc.).
- Administrative support to all aspects of the attendance process and a wide variety of student activities.
- Follow up the development and achievement academic of students.
- Process attendance records and compile data as basis for disciplinary consequences and communicates results with students, parents, and teachers. Provides copies for manager and student file.
- Distribute medication when nurse is not available.
- Other duties and responsibilities, e.g., Trainer on Amadeus & Galileo Programs, booking airline ticketing.

**Administrative Employee at Directorate of Marketing and Tourism Promotion.****Ministry of Tourism, Damascus – Syria.****Sept/2011 – Dec/2018**

- 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.
- 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.
- 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.

**Visa and Tourism Coordinator.****Air Arabia, Damascus – Syria.****Mar/2008 – Nov/2010**

- Apply visas for United Arab Emirates.
- Dealing with Sharjah immigration and work on visa applications.
- Tourism programs organizer (Tourism programs, out / in Syria).
- Tour Leader (Tourism groups, out / in Syria).
- Hotels reservations (out / in Syria).
- Sales and Airline Ticketing Supervisor for 5 Months.

- Champion of Customer Care.
- Public relationship.
- Deal with customer complaints with a positive Attitude.

#### **Tourism and Ticketing Supervisor.**

**First Class Tours & Travel Services, Damascus– Syria.**

**Feb/2006 – Feb/2008**

- Tourism programs organizer (Tourism programs, out / in Syria).
- Tourism programs organizer (Charter trips).
- Hotels reservations (out / in Syria).
- Booking airline ticketing.
- Ticketing sales on Amadeus & Galileo Programs.
- Customer care.
- Public relationship.
- Deal with customer complaints with a positive Attitude.

#### **Tourism Programs Coordinator.**

**Silk Road Travel & Tourism Services, Damascus – Syria.**

**Apr/2004 – Jan/2006**

- Tourism programs organizer (Tourism programs in Syria, European Market).
- Hotels reservations in Syria.
- Customer care.
- Public relationship.

### **EDUCATION ATTAINMENT**

- **2017 – 2023:** Graduated from **Faculty of Theology, Theology and Bible Department – 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, Damascus Syria / Level: Excellent.**
- **2001 – 2002: Baccalaureate in Science** from Al Maouna **High School, Damascus Syria.**

## **TRAINING COURSES**

### **Mar – 2023**

Training course for 20 hours at **RAMO Business Services, Training Dept. for experts training** / Damascus Syria:

- SOCIAL MEDIA MARKETING COURSE

### **Sept – 2021**

Training course for 30 hours at **Damascus Youth Greek Catholic Office and Petra Institute for experts training** / Damascus Syria:

- LIFE BOOST for (LIFE SKILLS)
- LIFE BOOST EXPERIENCE FOR YOUTH

### **Dec – 2016**

Training course for 1 week at **Syrian Ministry of Administrative Development** by Ex – 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.

### **Sept / Dec – 2016**

Tow 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** (LEADERSHIP SKILLS)

### **Mar – 2015**

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

- **HR** (HUMEN RESORCES)

### **Oct – 2014**

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

- **NLP** (NEURO LINGUISTIC PROGRAMMING)

## **Nov / Dec – 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.**
  - 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.
  - Activating pastoral work and public service for members in cooperation with the Leading Father.
  - Networking members and communicating with various youth activities in the church.
  - Educating members spiritual and liturgy through bible reading and life lectures.
  - Encouraging members to practice prayers, especially the secret of divine gratitude.
  - Enabling the members to carry out various societal activities in order to activate and deepen the fraternal relations among them.
  - Basic web-page management.
- **National Union of Syrian Students, Branch Head of the Faculty of Theology, since 2022 until now.**
  - Helping solve student problems.
  - Discipline processing.
  - Speak effectively to individuals and before groups of students, parents or employees of the college.
  - Provides administrative support for the student affairs office at a college.
  - Plan and arrange social, cultural, and recreational events and activities of various student groups.
  - Meet and coordinate with student and faculty groups to plan activities, evaluates programs and suggests modifications.

## **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 and communicate effectively, both orally and in writing.
- ✓ Dexterity of hands and fingers to operate a computer keyboard.
- ✓ Hearing and speaking to exchange information in person and on the telephone.
- ✓ Sitting or standing for extended periods and climbing stairs.
- ✓ Leadership skills, Organizational skills, Communication skills and Planning.
- ✓ Prioritize and schedule work.
- ✓ Understand and work within scope of authority.
- ✓ Type or input data at 60 words per minute.
- ✓ Maintain a professional demeanor at all times.
- ✓ Establish and maintain cooperative and effective working relationships with others using tact, patience and courtesy.
- ✓ Customer Service, organization, operations, policies and objectives.
- ✓ Maintain confidentiality at all times.
- ✓ Staff Management, teamwork and collaboration.
- ✓ Teaching and tutoring.
- ✓ Operate and demonstrate proficiency with a variety of office equipment, including computer, assigned software, copier, fax, calculator, etc.

## **LANGUAGE PROFICIENCY**

	<b>Read</b>	<b>Write</b>	<b>Speak</b>
Arabic:	Excellent	Excellent	Excellent
English:	Excellent	Excellent	Excellent
French:	Very good	Very good	Good
Syriac	Very good	Very good	Good
Greek	Very good	Very good	Good

## **TECHNICAL QUALIFICATIONS**

Computer literate in Microsoft word, excel, internet surfing and Social Media.

## **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.