

**Leila Mouannes**

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Chbenieh-Lebanon

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**Nationality: Lebanese**

**Date of Birth: 21-02-1986**

**OBJECTIVE:**

Building a professional career and trying to be an indispensable member for this agency.

Always Considering that cooperation and hard work will lead to success.

**EDUCATION**

2007 -2012:

– BA - Business System

**Arab Open University**

**Tayouneh**

2006-2007:

– Law (2 years )

**Lebanese University - Faculté de droit - Section II**

**Jal El Dib**

2005:

– French Baccalaureate

**Ecole Francaise de Damas**

**Damascus**

## EXPERIENCES

February 2009 till now:

– Passenger Service

Middle East Airlines - ground handling

**Beirut Airport - Beirut – Lebanon**

**Passenger services**

Counters Check in using Gaten , CLF system and Amadeus  
Cedar lounge agent.

On the job courses:

March 2009 : Basic passenger services

May 2009: Dangerous goods familiarization

October 2009: Basic aviation security

March 2012: Leadership skills

November 2012: Emergency procedures care and support team training

January 2013: Schengen document and visa training

June 2013 : SMS implementation & control

January 2015 : Signature of service By Air France .

March 2015 : how to be a leader

October 2007 - February 2009:

– Secretary

Giftbox

Ashrafieh- Lebanon

- Answer phones
- Register messages and schedule appointments
- Type letters
- Organize the filing system
- Check e-mail
- Stock responsible
- Placing supplier order

**LANGUAGES:**

- Arabic: Native language
- French, English: well Reading, Writing and Speaking
- Deutsch: beginner

**COMPUTER APPLICATIONS:**

- Microsoft Office Word, Excel, Power Point
- Internet Explorer, Microsoft Outlook Express

**HOBBIES:**

- Swimming, Music

**REFERENCES**

1. Mr. Nabil Mouannes Giftbox general manager 01-215740
2. Miss Mirna Ghaddaf , supervisor at MEAG 03-857835