

## Wassim M. Hajj Shehadeh

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### OBJECTIVE

To continue my career with a company that will utilize my MANAGEMENT, SUPERVISION & ADMINISTRATIVE skills and experience to benefit mutual growth and success.

### EDUCATION

<b>From 1994 to 1998</b>	<b>University of Calgary</b> B.A. in Business Management (Banking & Finance Section)	Calgary, Canada
<b>From 1992 to 1994</b>	<b>High Tech School</b> B.T.3 Commercial Sciences and Accounting (Governmental Degree)	Saida, Lebanon

### EXPERIENCE

<b>From 02/2011 to 11/2015</b>	<b>Senior Travel Consultant at Emirates Airlines</b> <ul style="list-style-type: none"><li>Started as booking agent handling new bookings and customer services</li><li>Amending existing booking.</li><li>Promote Emirates frequent flyers program (skywards) to customers.</li><li>Amend skywards gold members, first and business class customers</li><li>Handling customer's complaints, preferences, and requests.</li><li>Acting supervisor and assisting duty officer when help is required</li><li>Consult advice and promote EK new travel destinations to customers, offer promotions on current destinations.</li><li>Dedicated consultant for Elite customers and invitation only club members.</li><li>Achieving and exceeding sales targets on monthly basis.</li><li>Passing all Online EK training courses required executing related tasks; courses include Handling Emergency Contact Center, Customers Online Fraud Safety.</li></ul>	Dubai, UAE
<b>From 02/2008 to 12/2010</b>	<b>Branch Manager at Malik's book shop</b> <ul style="list-style-type: none"><li>In Charge for the branch and staff during shop working hours.</li><li>Maintain the cash flow and run daily shop inventory.</li><li>Assign tasks to staff.</li><li>Handle administrative work and financial reports</li><li>Achieving budgeted sales targets.</li><li>Report directly to head office.</li><li>Train new team members, coach and guide all team members on daily basis.</li><li>Conduct interviews and shortlist potential candidates</li></ul>	Beirut, Lebanon
<b>From 2007 to 02/2008</b>	<b>Housekeeping Supervisor at holiday Inn Hotel</b> <ul style="list-style-type: none"><li>Responsible of the housekeeping &amp; Laundry department during the shift.</li><li>Overlook agents work and make sure that all work is done with the hotel standards.</li><li>Coordinate with the Front office Department reaching High Guest Satisfaction.</li><li>Report directly to Rooms Divisions Manager; provide all necessary reports and Housekeeping inventory records.</li></ul>	Beirut, Lebanon

<b>From 2006 to 2007</b>	<b>Night Audit &amp; Reception Night Manager at Grand Suites Hotel</b>	Beirut, Lebanon
	<ul style="list-style-type: none"> <li>▪ In charge of the property at night.</li> <li>▪ Audit all financial day work; maintain the cash flow insuring all transactions are performed properly.</li> <li>▪ Deliver all necessary reports for finance department and general manager</li> <li>▪ On job train for all employees at work on hotel procedures and standards.</li> </ul>	
<b>From 2001 to 2006</b>	<b>Laundry Clerk, Cashier &amp; Shift Leader at Metropolitan Palace Hotel &amp; Habtoorland Theme Park</b>	Beirut, Lebanon
	<ul style="list-style-type: none"> <li>▪ Responsible for all paper work (Invoices, Receipts, Delivery notes).</li> <li>▪ Responsible for all guests' laundry invoices.</li> <li>▪ Handle and log guest complains and make sure that best service is delivered.</li> <li>▪ Prepare daily, monthly, and annual inventories.</li> <li>▪ Arrange daily, monthly, and annual incomes and productivity report for the financial department.</li> <li>▪ Coordinate work between the Metropolitan Palace Hotel and HabtoorLand .</li> </ul>	
<b>From 2000 to 2001</b>	<b>Executive General secretary at Kimco S.a.r.l</b>	Beirut, Lebanon
	<ul style="list-style-type: none"> <li>▪ Executive assistant for the CEO and GM.</li> <li>▪ Responsible of administration department</li> <li>▪ Deliver the necessary reports to the Finance department.</li> <li>▪ Responsible of the communication between the local company and various branches outside Lebanon.</li> </ul>	
<b>From 1998 to 2000</b>	<b>Branch Manager at Beautiful Garden Est</b>	Riyadh, KSA
	<ul style="list-style-type: none"> <li>▪ Responsible of the sales</li> <li>▪ Manage the purchase department and direct contact with suppliers</li> <li>▪ Manage the administration and accounting paperwork.</li> </ul>	
<b>From 1995 to 1998</b>	<b>General Cashier &amp; Personnel Officer at Sahara Restaurants</b>	Calgary, Canada
	<ul style="list-style-type: none"> <li>▪ Responsible of all Cash Transactions.</li> <li>▪ Responsible of controlling and receiving the restaurant goods contact suppliers contacts and issue orders.</li> <li>▪ Handling all employees' salaries and overtimes.</li> <li>▪ Direct contact with the Restaurant owner and CEO.</li> </ul>	

## **SUMMARY SKILLS**

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**COMPUTER SKILLS:** MS Word, Excel, PowerPoint, Access, Internet use.

**COURSES:**

- Fidelio & Micros Hospitality System.
- Amadeus, Visual Generation Hospitality System.
- CTServ. Cash & Stock System.

- Graphic Design (Photoshop, Illustrator, Corel Draw) And other programs
- Sales & Marketing Courses.
- Peach Tree & Orange Accounting system.
- Customer services & H.R. Training Courses

**LANGUAGES:**

- Arabic: Fluent
- English: Fluent
- French: Good
- Spanish: Fair

**INTERESTS AND HOBBIES**

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- Computers
- Traveling
- Music, movies and reading
- Snowboarding, swimming and biking

**REFERENCES**

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Available upon request