**Karla Amer**

Ghobeiry, Alameh Street, Beirut, Lebanon

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00961 71 170062

**Birth & Nationality:** 23 November 1992 / Lebanese - Brazilian

**Marital status:** Single

***Personal Information:***

I have worked in the hospitality field from 2011 till the end of 2013, where i started my career in Moevenpick Hotel Beirut a 5 star chain hotel. Our job was based on following the hospitality strategies to serve our guests to the extra mile we could reach, with the collaboration of the HOD's and the GM, in addition to dealing with problems related to guests and systems with reporting to the concerned department. This wasn't so far from the next job handled for duration of 6 months was involved in taking a full responsibility of the demands and supplies in the Romanian market. After coming back to Lebanon and entering the IOM it was a great opportunity to handle the tasks given since they were so close to the hospitality field and this gave me a great passion of helping and admiring the humanity more and more especially the refugees in order to help them continue their life.

My passion of going the extra mile to achieve my job, gave me the initiative to adapt to various professional fields. And after my experience of working in the administrative and marketing field this provided me an extra excellent communication and interpersonal skills, with the ability to interact with staff at all management and operational levels.

***Certificates:***

**\*** First aid training

**\*** Fire training

**\*** Natural enjoyment

**\*** Creativity excellence

**\*** Rooms Reservations

**\*** Stress management skills

***Experience Career:***

* **From 20/12/2015 – 04/01/2016:**

**Operations Clerk in** International Organization of Migration (On Call):

- Informing the travel timings and confirming them back, and reporting any special requests for the supervisor.

- Assist in completing all pre-Departure work (i.e. manifests, Customs Forms, ,) according to projects’ and IOM guidelines.

- Timely notification of internal and external partners concerning special passenger requirements, such as wheel chair, stretcher cases, etc...

- Ensure that travel packets, transportation letters and any other relevant documentation are included in each properly marked IOM plastic bag according to the ABN

* **01/09/2014 – 15/05/2015:**

**Sales executive** in Royal Habitat company for trading – Bucharest, Romania:

Selling products, goods and services to customers, work with customers to find what they want, create solutions and ensure a smooth sales process. Work on finding new sales leads, through business directories, demonstrating new products, establishing new business, maintain accurate records, attending trade exhibitions, negotiating contacts and sales performance.

* **04/06/2012 - 06/12/2013:**

**Front office, Front desk and Guest services agent,** in Moevenpick Hotel Beirut:

- Undertake the filling of names in the General Security system, build a good rapport with all guests and resolve any complaints/issues quickly to maintain high quality customer service and dealing with guest requests.

- Responsible for accurate and efficient accounts and guest billing processes, undertake general office duties including correspondence, emails, filing and switchboard, with ensuring the smooth running of the reception area, and to ensure that all reservations and cancellations are processed efficiently.

- Proceed with the check in and check out for individuals and groups with correspond to the hotel's standards, in addition to having full knowledge of the rebates and city ledger.

* **01/06/2011 - 01/08/2011:**

**Service waitress** in Moevenpick Hotel and Resort Beirut, Hurricane bar.

***Trainings:***

* **04/01/2016 – 04/01/2016:**

**Sales Executive for club med packages** in Nakhal Agency

* **01/07/2013 - 30/09/2013:**

**Rooms Reservation agent cross-training** in Moevenpick Hotel Beirut:

Full knowledge of guest room layouts, bed types, decor, appointments and locations, rooms availability, rates and room types, in addition to creating packages and promotions, and having a good skills for special arrangements between hotel and travel agencies.

* **01/08/2012 - 01/09/2012:**

**Housekeeping cross-training** in Moevenpick Hotel and Resort Beirut

***Education:***

* **Hospitality Management** 2011 / 2015

***Lebanese University, Faculty of Hospitality Management and Travel & Tourism***

Bachelor’s degree in Hospitality Management

* **Sociology & Economics** 1995 / 2011

***Secondary Evangelical School-Zahle***

Baccalaureate in Sociology and Economics

***Skills:***

 ***\* Languages:***

-English (written, spoken, Comprehend)

- Arabic (written, spoken, Comprehend)

- Portuguese (spoken, Comprehend)

- Français (Elementary)

 \* ***Computer Skills:***

 *-* Basic knowledge in Adobe Photoshop

- Microsoft Programs: MS word, MS outlook, MS Access

- PMS Opera, Fidelio

\* Accurate/ Well organized/ maintains concentration/ think clearly/ follow up

\* Works under pressure

***Interests:***

Seeking a challenging position in a progressive and prestigious organization that offers opportunities for advancement and where my skills and qualifications can be employed and developed.

***References:***

**Referee 1:** Mr. Mohamad Ahmad (IOM Team Leader)

Address: Jenah, Beirut

Tel: 71/262224

**Referee 2:** Mr. Charbel Maalouf (Front office Manager)

Address: Raouche, General de Gauel st., Beirut

Tel: 01/869666

Email: charbel.maalouf@moevenpick.com

**Referee 3:** Mr. Farouk Berro (Sales and Marketing manager)

Address: Bucharest, Romania

Tel: 0040727666660

Email: fayadali@live.com

**Referee 4:** Mr. Jamal Awada (University dean)

Address: Jneh, Beirut

Tel: 01/857286

Email: jamal.awada@ul.edu.lb