**Dania H. Issa**

**Address & Contact Details:   
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**Personal Details:**

Date of Birth: 16 September 1989

Visa Status: Citizen (Lebanon)

Nationality: Lebanese

**Career objective**: Am seeking for a job in tourism /event management (ticketing, planning, organizing tours), in marketing, public relation, social media and administration in order to gain experiences, to increase my skills and to build a progressive future career.

BA in Tourism Management, Intensive Technical Training in Marketing Management / Marketing Strategy , Tourism Packaging Creation, Tourism Key Travel Areas/Locations , Ticketing/Booking on Amadeus Central Reservation System (CRS), Backed with the Ability to Speak / & Communicate with three Languages (Multilingual) .

**Academic Education / Professional**

**Technical Training Diploma:**

**Saint Joseph University, September 2011 - June 2013**: BA in Tourism Management 3 Years Full Program. Graduation project: Developing a complete and comprehensive Tourism Tour covering the Lebanese Regions of Bayt Al Deen and Baaklen, and this included organizing, planning, and executing the tour to 20+ persons

**Intensive Technical Training Diploma:**

**From 18 -09-2015 till 25 -02-2016** Mira **Training Center**

**(London Academy of Professional Training Ltd) :** LAPT is an international skill assessment and certification.

Program Covered:

1. **Marketing Planning / Strategy** (Marketing Management, Strategic Marketing Planning, SWOT Analysis, Market Research Process, Market Segmentation Approach, Developing Sales Forecast, Products Positioning, Product Life Cycle, Pricing, Marketing Mix etc...)
2. **Travel & Tourism**:Key Touristic Areas Around the World in Different Nations and there Key Demographic Characteristics ( Lebanon , Greece, Italy, Germany, Austria, France, Spain, United Kingdom, Australia & New Zeeland, China , Japan, Thailand & Singapore, India, Malaysia, Turkey etc..)
3. **Tourism Packages:** Methods of Creating Attractive Packages and Promoting them
4. Intensive Training of **Amadeus Central Reservation System (CRS)**

**Experience / Work Internships**

**Movenpick Five Stars Hotel & Resort -** Beirut / Position: Operator and Guest Services September - October 2014

* Knowledge of Opera Reservation System.
* Answering Internal and External Calls.
* Recording accurately wake up calls on the appropriate form.
* Entering arrivals and departures guests on the General security system and the hotel system
* Doing Courtesies Calls with guests
* Preparing RIP /VIPs Letters
* Responds to Customers’ Needs & Providing Customers Services to full fill their satisfaction
* Preparing papers for cabins crew.(Print RC /Rooming list / check profiles /Filling

**Ministry of Tourism** in Lebanon July – Oct 2013

* Organizing many Touristic Events and Projects. Preparing a well and full documentation for each Event.
* Helping in the legal documentation for new agencies

**National Museum of Lebanon** April-May 2012

Historical Training to get an overall view of the Lebanese Historical timeline and

Important historical preserved pieces.

**Volunteer :**

**Lebanese Hemophilia Center** Jan 2012

Planned & conducted a tour in the city of Byblos for the children of the “Lebanese Hemophilia Center"

**Skills:**

Ability to work with different cultures and races.

Adaptability to different working environments with an ability to work under pressure and prioritize tasks.

Tourism and events management. (Planning /organization /time management /new ideas /tour operators /Packages).

**Hobbies:** Swimming, traveling, music and sports.

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| **Language** | **Writing** | **Speaking** | **Reading** |
| **Arabic** | Native | Native | Native |
| **French** | Very good | Very good | Very food |
| **English** | Excellent | Excellent | Excellent |
| **Spanish** | Average | Average | Average |