

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

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

EXPERIENCE

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|--------------------------------|--|-----------------|
| From 02/2016 to 05/2016 | Branch manager at New Plaza Tours | Saida, Lebanon |
| From 02/2011 to 11/2015 | Senior Travel Consultant at Emirates Airlines <ul style="list-style-type: none">Started as booking agent handling new bookings and customer servicesAmending existing booking.Promote Emirates frequent flyers program (skywards) to customers.Amend skywards gold members, first and business class customersHandling customer's complaints, preferences, and requests.Acting supervisor and assisting duty officer when help is requiredConsult advice and promote EK new travel destinations to customers, offer promotions on current destinations.Dedicated consultant for Elite customers and invitation only club members.Achieving and exceeding sales targets on monthly basis.Passing all Online EK training courses required executing related tasks; courses include Handling Emergency Contact Center, Customers Online Fraud Safety. | Dubai, UAE |
| From 02/2008 to 12/2010 | Branch Manager at Malik's book shop <ul style="list-style-type: none">In Charge for the branch and staff during shop working hours.Maintain the cash flow and run daily shop inventory.Assign tasks to staff.Handle administrative work and financial reportsAchieving budgeted sales targets.Report directly to head office.Train new team members, coach and guide all team members on daily basis.Conduct interviews and shortlist potential candidates | Beirut, Lebanon |

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|-----------------------------|---|-----------------|
| From 2007 to 02/2008 | Housekeeping Supervisor at holiday Inn Hotel | Beirut, Lebanon |
| | <ul style="list-style-type: none"> ▪ Responsible of the housekeeping & Laundry department during the shift. ▪ Overlook agents work and make sure that all work is done with the hotel standards. ▪ Coordinate with the Front office Department reaching High Guest Satisfaction. ▪ Report directly to Rooms Divisions Manager; provide all necessary reports and Housekeeping inventory records. | |
| From 2006 to 2007 | Night Audit & Reception Night Manager at Grand Suites Hotel | Beirut, Lebanon |
| | <ul style="list-style-type: none"> ▪ In charge of the property at night. ▪ Audit all financial day work; maintain the cash flow insuring all transactions are performed properly. ▪ Deliver all necessary reports for finance department and general manager ▪ On job train for all employees at work on hotel procedures and standards. | |
| From 2001 to 2006 | Laundry Clerk, Cashier & Shift Leader at Metropolitan Palace Hotel & Habtoorland Theme Park | Beirut, Lebanon |
| | <ul style="list-style-type: none"> ▪ Responsible for all paper work (Invoices, Receipts, Delivery notes). ▪ Responsible for all guests' laundry invoices. ▪ Handle and log guest complains and make sure that best service is delivered. ▪ Prepare daily, monthly, and annual inventories. ▪ Arrange daily, monthly, and annual incomes and productivity report for the financial department. ▪ Coordinate work between the Metropolitan Palace Hotel and HabtoorLand . | |
| From 2000 to 2001 | Executive General secretary at Kimco S.a.r.l | Beirut, Lebanon |
| | <ul style="list-style-type: none"> ▪ Executive assistant for the CEO and GM. ▪ Responsible of administration department ▪ Deliver the necessary reports to the Finance department. ▪ Responsible of the communication between the local company and various branches outside Lebanon. | |
| From 1998 to 2000 | Branch Manager at Beautiful Garden Est | Riyadh, KSA |
| | <ul style="list-style-type: none"> ▪ Responsible of the sales ▪ Manage the purchase department and direct contact with suppliers ▪ Manage the administration and accounting paperwork. | |
| From 1995 to 1998 | General Cashier & Personnel Officer at Sahara Restaurants | Calgary, Canada |
| | <ul style="list-style-type: none"> ▪ Responsible of all Cash Transactions. ▪ Responsible of controlling and receiving the restaurant goods contact suppliers contacts and issue orders. ▪ Handling all employees' salaries and overtimes. ▪ Direct contact with the Restaurant owner and CEO. | |

SUMMARY SKILLS

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

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

REFERENCES

Available upon request