

Mr. ADAM MADANI

Personal Contact Information:

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Brief Overview about Candidate:

I am a competent, highly motivated, enthusiastic individual seeking a hospitality and tourism management related job position. Where I can achieve successful steps on the ladder of hierarchy and gain all new accumulated knowledge from the work environment. Additionally, in collaborating with team members leading to a successful aim of flourishing the industry, elaborative team spirit and achieving outstanding results based on efficient and productive accomplishments. Enabling me to become more avid, adapt and pursue better in the work industry for the sake of serving my personal objectives and endeavours.

Areas of work

- | | |
|--|---|
| ■ Airlines and Ticketing Industry | ■ Culinary Management of brands and Restaurant chains |
| ■ Food and Beverage Companies | ■ Hospitality services and consulting |
| ■ Casinos and Recreation Management | ■ Hospitality interior/exterior design and strategic innovation |
| ■ Cruising Industry Management. | |
| ■ Hotels and Resorts Chains. | |
| ■ Event planning and event venues management | |

Professional Work Summary

Internship

May 2016 – July 2016

Middle East Airlines (Sky Team Alliance Member)

(Customer Service Agent) – Cedar Miles loyalty Program – Commercial Department

Job Tasks and Responsibilities:

A) Amadeus loyalty Management Program:

- Extracting member's information.
- Enrolling new members via online and hand written applications.
- Updating and changing all sectors of the profiles of members.
- Retro claiming (re-crediting) tickets for customers automatic and manually.
- Reissuing and fulfillment of membership cards and kits.
- Communicating directly and non-directly with customers and agencies.
- Deducing and re-depositing of rewarded miles.
- Refunding (redemption) of rewarded tickets and cedar miles.
- Merging and demerging of member accounts and profiles.

B) Altea reservation desktop program:

*Displaying and checking on the status of old and new tickets.

- * Checking on flights availability and reservations.
- * Retrieving booking number of customers (PNR of a ticket).

C) Oracle Fusion Middleware (Rapid) program:

- * Managing Identification of clients.
- * Displaying and checking on the ticket's status of clients for redemption.
- * Integrating data and business analytics management.

Beirut, Lebanon

Head Restaurant Supervisor

Sep 2012 – Sep 2013

Olive Garden Restaurant

Job Tasks and Responsibilities:

- * Suggestive selling (upselling-marketing concept).
- * Taking orders and requests from clients
- * Assisting other team members with their tasks.
- * Engaging in client- employee relationships and activities.
- * Helping in fundraisings, social, cultural events and activities.
- * Supervising other team individuals in tasks and responsibilities
- * Communicating with customers concerning requirements and complaints
- * Scheduling and organizing attendance sheet for employees.
- * Managing and checking data entry into the system of the restaurant.

Beirut, Lebanon

Education Pathway _____

Fall 2014 – Spring 2017

Bachelor of Science (B.S) Degree

Emphasis in Hospitality and Tourism Management (Major GPA: 3.85, Cumulative: 3.72)

Lebanese American University (LAU) - private institution - Adnan Kassar School of Business (AKSOB)

(NEASC) and (AACSB) International Accreditations granted to the university

■ Beirut-Lebanon.

High School Diploma

Sep 1999 – May 2014

European Lebanese School (ELS) - private institution

(Lebanese Baccalaureate) Degree in Sociology and Economics

Ranked #1 position student in class levels (11) and (12) academically (Baccalaureate years)

■ Beirut-Lebanon.

> Relevant Projects and Achievements:

1. Third prizewinner at the MUBS young entrepreneur contest (2013) - new hospitality design concept-winning idea.
2. Received certificate of participation at the MUBS young entrepreneur contest (2014).
3. Honor's certificate and scholarships from the Lebanese American University due to high scholastic achievements and impressive academic/social standing.
4. Golden medals, awards and certificates from the European Lebanese School due to high academic and cultural achievements.
5. Distinguished Member of the student academic distinction society at LAU - 2 years in a row
6. Golden medal and awards from LAU due to outstanding social and cultural achievements.

Technical Proficiencies _____

- Microsoft office: Excel, PowerPoint, Outlook, communicator and Word. (Took a CSC - 201 course at LAU)
- Took hospitality elective courses in hospitality purchasing, distribution channels and social media, trends in hospitality and tourism management.
- Took a free elective course in Desktop publishing and Web design (Adobe In-Design and Adobe Photoshop)
- Took a free elective course in Business Communication
- Web Browsing & Google Analytics
- Video scribe (sparkol.com)
- Surveymonkey.com conducting surveys, research and analysis data bases
- Prezi.com (graphical business and non business presentations)
- Piktochart.com (Information Graphics representation)

Featured skills and Endorsements

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|---|---------------------------|
| ○ Problem solving | * Leadership Capabilities |
| ○ Data analysis | * Performance motivator |
| ○ Time management | * Decision making |
| ○ Flexible approach | * Creative potentials |
| ○ Business communication skills | * Objective centered |
| ○ Pressure and complex situation handling | * Adaptability |
| ○ Team work and management | |
| ○ Enthusiastic and persistent | |
| ○ Technology and social media platforms savvy | |

Personal Interests

- Sports in general (highly exercised are Football, Basketball, Tennis, Swimming)
- Reading novels and poems (especially Literature and History)
- Participated in culinary exhibitions and festivals (Horeca 2015- Lebanon)
- An active full time member of the Students Hospitality and Tourism management club Activities and Events Division At the “Lebanese American University”.
- Scouts: Participated in LSA “Lebanese Scouts Association” for 2 years including camping and cooperating in many social and cultural activities.
- Active Part time volunteer at animal’s safety and care organization (NGO).
- Active Part time volunteer and supervisor at the “Beirut Marathon Association” (NGO)

Personal Information

- Place of birth: Hamra Region, Beirut, Lebanon
- Date of birth: September/10/1996
- Marital Status: Single

Language Proficiencies

- Arabic, Fluent – Written, Reading and Spoken
- English, Fluent – Written, Reading and Spoken
- French, Basic – Written, Reading and Spoken

References

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