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| **Wassim M. Hajj Shehadeh**BEIRUT, LEBANONT: +96176110699E: wasshajj@gmail.com | wassim hajj2 |

# OBJECTIVE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

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| **Emirates Aviation College** Ticketing and customer services course**University of Calgary**  |  Dubai, UAE Calgary, Canada |

#  EDUCATION\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Feb till Apr 2011

# From 1994 to 1998

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|  | B.A. in Business Management (Banking & Finance Section) |
| **From 1992 to 1994**  |

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| **High Tech School**  | Saida, Lebanon |

 |
|   | B.T.3 Commercial Sciences and Accounting (Governmental Degree) |

# EXPERIENCE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **From 02/2016 to present****From 02/2011 to 11/2015** |  **Freelancer as travel consultant** **& Tour Operator** Beirut, Lebanon

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| **Senior Travel Consultant and customer services at Emirates Airlines**  | Dubai, UAE |

 |
|  | * Started as booking agent handling new bookings and customer services
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|  | * Amending existing booking.
* Customer service and excellence care taker
* Emergency call center operator and emergency respond team
* Customer services trainer
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|  | * Promote Emirates frequent flyers program (skywards) to customers.
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|  | * Amend skywards gold members, first and business class customers
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|  | * Handling customer’s complaints, preferences, and requests.
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|  | * Acting supervisor and assisting duty officer when help is required
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|  | * Consult advice and promote EK new travel destinations to customers, offer promotions on current destinations.
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|  | * 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.
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| **From 02/2008 to 12/2010**  |

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| **Branch Manager at Malik's book shop**  | Beirut, Lebanon |

* 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 reports
* Achieving 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
* Customer service care taker
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| **From 2007 to 02/2008**  |

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| **Housekeeping Supervisor at holiday Inn** **Hotel**   | Beirut, Lebanon |

* 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.
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| **From 2006 to 2007**  |

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| **Night Audit & Reception Night Manager at Grand Suites Hotel** | Beirut, Lebanon |

* 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.
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| **From 2001 to 2006** |

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| **Laundry Clerk, Cashier & Shift Leader at Metropolitan Palace Hotel & Habtoorland Theme Park**  | Beirut, Lebanon |

* 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 .
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| **From 2000 to 2001** |

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| **Executive General secretary at Kimco S.a.r.l** | Beirut, Lebanon |

* 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.
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| **From 1998 to 2000** |

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| **Branch Manager at Beautiful Garden Est**  | Riyadh, KSA |

* Responsible of the sales
* Manage the purchase department and direct contact with suppliers
* Manage the administration and accounting paperwork.
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| **From 1995 to 1998** |

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| **General Cashier & Personnel Officer at Sahara Restaurants**  | Calgary, Canada |

* 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.
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# SUMMARY SKILLS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

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| 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
* Ticketing and customer services courses (Emirates Aviation College, Dubai)
* Mars and Easy Mars travel system (courtesy of Emirates)
* Worldspan Travel ticketing system
* Galileo travel system
* Amadeus reservation and ticketing
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| LANGUAGES: | * + - Arabic: Fluent
* English: Fluent
* French: Good
* Spanish: Fair
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# INTERESTS AND HOBBIES\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

**PERSONAL INFO\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**DATE OF BIRTH:** 28 JAN 1975

**PLACE OF BIRTH:** SHHIM

# REFERENCES\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Available upon request