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| **Wassim M. Hajj Shehadeh**  BEIRUT, LEBANON  T: +96176110699  E: [wasshajj@gmail.com](mailto: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** | |  |  | | --- | --- | | **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   |  |  | | --- | --- | | **Senior Travel Consultant and customer services at Emirates Airlines** | Dubai, UAE | | |
|  | * Started as booking agent handling new bookings and customer services | |
|  | * Amending existing booking. * Customer service and excellence care taker * Emergency call center operator and emergency respond team * Customer services trainer | |
|  | * Promote Emirates frequent flyers program (skywards) to customers. | |
|  | * Amend skywards gold members, first and business class customers | |
|  | * Handling customer’s complaints, preferences, and requests. | |
|  | * Acting supervisor and assisting duty officer when help is required | |
|  | * Consult 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. | |
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| **From 02/2008 to 12/2010** | |  |  | | --- | --- | | **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 | |
|  |  | |
| **From 2007 to 02/2008** | |  |  | | --- | --- | | **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** | |  |  | | --- | --- | | **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** | |  |  | | --- | --- | | **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** | |  |  | | --- | --- | | **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** | |  |  | | --- | --- | | **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** | |  |  | | --- | --- | | **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. | |

# 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 |
| LANGUAGES: | * + - Arabic: Fluent * English: Fluent * French: Good * Spanish: Fair |

# 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