

MOUFID S. CHEBEIR

OBJECTIVE

A tourism industry oriented business professional with strong analytical and conceptual skills seeking a challenging position in a fast growing environment.

CAREER SKILLS / KNOWLEDGE

- *In depth understanding of the tourism and services industry.*
- *Excellent organizational and analytical skills*
- *Enthusiastic, ambitious, team player, self-motivated and result driven*
- *Good verbal and written communication skills in English and Arabic, backed up with French knowledge*
- *Proficiency in various computer applications including MS office (word, excel, PowerPoint), internet and ability to learn new software applications.*

WORK OF EXPERIENCE

Operation Manager: Soft Investment: (Travel Agency, Money Transfer, Mobile phones) 2012-Present

- Overseeing the smooth, efficient running of the business ;Oversee daily Staffs duties and activities
- Ensure high level of customer service is maintained at all times by our staffs
- Dealing with customer enquiries and aiming to meet their expectations;
- Promoting and marketing the business ;Selling travel products and tour packages;
- Sourcing products and destinations to meet consumer demands for bespoke travel and sustainable tourism;
- Taking part in familiarization visits to new destinations
- Liaising with travel partners, including airlines and hotels

Operation Manager: Hermes Tourism & Travel – Credit Libanais Group 2007-2012

- Promoting and marketing the business, sometimes to new or niche markets
- Overseeing the smooth, efficient running of the business
- Oversee daily Staffs duties and activities
- Selling travel products and tour packages
- Sourcing products and destinations to meet consumer demands for bespoke travel and sustainable tourism
- Taking part in familiarization visits to new destinations; Liaising with travel partners, including airlines and hotels
- Dealing with customer enquiries and aiming to meet their expectations

Duty Manager: Sun City Resort (Country Club) – Lebanon 2003-2007

- Supervise all department staffs, including Front Desk Agents, Night Auditors and Bellmen
- Attend Business meeting with new clients and shareholders members.
- Troubleshoot all guest issues and problems.
- Ensure high level of customer service is maintained at all times by our staffs.
- Assist with cash, credit card and debit card payments when necessary

Senior Sales: Sun City Resort (Country Club) – Lebanon 1999-2003

- Builds business by identifying and selling prospects;
- Maintaining relationships with clients
- Representing the company in exhibitions,
- Events and social activities to enhance the marketing and sales of the company's shares to new members
- Open new market channels and prepare the sales strategies for our team.

Controller: R.D.A. Group Velvet Restaurant–Lebanon 1995-1998 (in parallel with my education)

- **Duties:** invoicing clients, managing inventory, general ledger, payroll, handling all banking relations.

Controller: Jet Set – Night Club –Lebanon 1993-1995 (in parallel with my education)

- **Duties:** handling all payables and receivables, invoicing , inventory and daily journal entries

EDUCATION:

Lebanese University(LU) – Lebanon: 1992-1995 - Bachelor's Degree (B.S) in Political & Administrative Sciences
College Saint Joseph –Aintoura – Lebanon: 1975-1989 - Baccalaureate II in Experimental Sciences

HOBBIES: Basketball, Squash, Reading

REFERENCES: Available upon request