

Adnan Itani

Date of Birth: Nov.29/1990

Nationality: Lebanese

Marital Status: Single

Address: BEIRUT, VERDUN, ABDULLAH ALMASHNOUK STREET, LEBANON

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SUMMARY

BA holder with managerial and leadership skills ranging from problem-solving, working under pressure, good communication skills, details-attentive, results-focused and advanced customer services skills.

I am currently seeking a job opportunity where he can build a career path that meets his qualifications and could challenge him to add up to it in a successful company.

WORK EXPERIENCE

November 2019-Currently

TRAVEL AGENT, MTRAVELLING, METN, LEBANON

Responsibilities:

- Plan and sell Tickets, Transportations, Accommodations, Insurance, and other travel services.
- Collect and process payments.
- Advise clients on travel arrangements, e.g. visas and passports.
- Keep clients up to date with any changes.
- Deal with occurring travel problems, complaints or refunds.
- Work directly with tour operators.

May/2017 – September/2018

PATIENT SERVICES COORDINATOR, CLEMENCEAU MEDICAL CENTER, BEIRUT, LEBANON

Responsibilities:

- Financial services, charging medications and supplies used for patients, audit for bills on daily basis.
- Operational communications with the patients and the admitting officers regarding financial tasks.
- Responsible for preparing forms used by nurses and doctors.
- Coordinates healthcare activities and services related to patients visit to the hospital.

February/2016 – January/2017

WORK EXPERIENCE

TICKET AUDITOR ,MIDDLE EAST AIRLINES, LEBANON, BEIRUT, AIRPORT ROAD

Responsibilities:

- Prepare a summary for incentives reports to be provided to the Minister of finance.
- Prepare invoices for BSP and for outstations.
- Audit for the sales reports, reissued & refunded tickets, additional amounts & FOP Form of payment.
- Coordinate with different audit companies Accelya, MEA offices & agencies.
- Interline billings audit, rejections & acceptance for bills.
- Issue & audit ADM & ACM Agency Debit & Credit Memo on a monthly basis.
- Excellent knowledge about ticketing, probation, manual EBT excess baggage tickets.

January/2010 – May/2015

ASSISTANT MANAGER, FAKHANI SUPERMARKET, BEIRUT, LEBANON

Responsibilities:

- Full supervision over staff leading them for the best customer service.
- Serve customers in a professional manner.
- When customers are less than satisfied, I act as front line customer service agent to smooth the situation e.g.: authorize returns & refunds.
- Knowledge about cashier systems.
- Ensure smooth operations at the store as a whole.

EDUCATION

2010 – 2013

Bachelor Degree in Business Administration,
(Banking & Finance)
Arts, Sciences & Technology University (AUL)- Lebanon, Beirut
CGPA 3.2/4

LANGUAGES

- English: Advanced
 - French: Intermediate
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ADDITIONAL SKILLS

- Microsoft Office package: Microsoft Word, Excel, Outlook
- Billings and Settlements Plans
- Ticket auditor
- Budget Forecasting
- Time Management
- Leadership Skills
- Team-player
- Strong sales skills and commercial awareness
- Excellent knowledge of computer reservations and ticketing systems

REFERENCES

References available on request