

CAREER OBJECTIVE

Dedicated, enthusiastic and passionate about the VIP service industry, with more than ten years of experience out of which 5 years as a cabin crew in a VIP private jet company, I am looking to secure a challenging position in a reputable organization where I can fully utilize my potential to manage and coordinate VIP services, to build positive relations with VIP customers by catering to their needs and solving their concerns, and to ensure a smooth and professional overall customer experience.

RELEVANT EXPERIENCE

- 04/2018-07/2018 **Manager Catador Cigar & Wine Lounge, Beirut**
- Setup the VIP lounge from inception. Participating in designing the venue, training the new personnel, selecting a suitable range of cigars, launching a marketing campaign and overseeing pre-launch and a cruising speed smooth operation
- 10/2012-06/2017 **VIP Cabin Attendant**
Corporate Jet s.a.l / M1 Group, Beirut Airport, LEBANON www.m1group.com
- Serving a wide range of VIPs (Prime Minister and family, Bank CEOs, politicians and high net worth individuals) on different types of business aircrafts (Dassault Falcon 2000, 2000LX, 900DX, and Gulfstream G550).
 - Preparing the aircraft cabin before each flight (cleaning supervision, catering preparation, consumables...)
 - Following the different manuals such as the Cabin Safety Procedure Manual and Cabin Operating Handbook in order to comply with aviation regulations.
 - Greeting the passengers as they board, directing them to their seats, and helping them with their luggage.
 - Serving Food & Beverage and answering passengers' general questions up to their satisfaction.
 - Submitting flight reports to the Ops in order to list the abnormal incidents that occurred during flight.
- 10/2010-10/2012 **Receptionist / VIP Cigar Lounge**
La Casa Del Habano / Beirut Duty Free, Beirut Airport, LEBANON
- 10/2007-10/2010 **Front Office Agent**
Palm Beach Hotel, Ain El Mreisseh, LEBANON
Bristol Hotel, Verdun, LEBANON
Albergo Hotel, Achrafieh, LEBANON

EDUCATION & TRAININGS

- **DEA Clinical Psychology** - Lebanese University, Faculty of Human Sciences (2014)
- **Bachelor Degree in Psychology** - Lebanese University, Faculty of Human Sciences (2010)
- **Training/Workshop in Analytic Psychotherapy** – BEING L.C.T.C Center, LEBANON (2010-2013)

SKILLS

- **Computer Knowledge** - Microsoft Office
- **Languages** - Fluent in Arabic, English, French and Spanish. Intermediate in German
- Capacity to **adapt to dynamic** environment with **constant change**
- Effective **communication & interpersonal** skills
- Quick **Learner, Enthusiastic**
- **Sportsperson:** Swimming, Running, CrossFit Training (regular practitioner)