

Rami Daouk

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Objective

To obtain a responsible and challenging position within my chosen field that will challenge and allow me to use my education, skills and past experience in a way that is mutually beneficial to both myself and my employer and thrive forward for future growth and advancement.

Experience

Income Auditor (Pre-opening Team)
Hilton Beirut Downtown
December 2018-July 2019

- Balancing and coding previous day work and preparing a daily operating Summary.
- Reviewing and analyzing All Revenue adjustments.
- Checking the analysis of food sales and beverage sales.
- Examining all the void/altered checks and ensure its approval
- Updating the statistic, income and general cashier journals.
- Performing spot checks on outlets.
- Ensuring that bills are accurate to items and price.
- Verifying and calculating all rebates vouchers.
- Reconciling Vendor Statements.

Accountant
Staybridge Suites Hotel
Beirut, Lebanon
November 2015 – December 2018

- Checking all invoices details and comparing them to the purchasing order.
- Managing and reconciling all accounts and supplier's statements.
- Performing Bank Reconciliation on monthly basis.
- Monitoring customers' accounts details for non-payments, delayed payment other irregularities and follows up on.
- Preparing financial documentation including input journals and check runs.
- Auditing and reconciling rebate credits, revenues, payments and general cashier summaries.

Guest Services
Staybridge Suites Hotel
Beirut, Lebanon
February 2014 – November 2015

- Answering telephonic and in-person queries related to hotel services and resolving any issue.
- Processing guests' check-in and check-out.
- Preparing and completing room and restaurant bills.
- Handling payments through cash, checks, credit card and preparing summary for it.
- Running end of day Process in property Management software (PMS).
- Balancing and auditing for accuracy in accounts, and resolving accounting discrepancies.
- Completing and transmitting daily management and accounting reports.

**Operator and Business Center
Agent
Intercontinental Phoenicia
Hotel Beirut Lebanon**

January 2013-December 2014

- Answering, recording all calls, requests, questions, or concerns.
- In charge of the operator and business center
- Dealing with complaints and problems and refer them to management.
- Providing impeccable customer service.
- Handling shipping requests (DHL and Aramex).
- Ordering supplies
- Responsible for negotiating meeting rooms rental and determining function space.
- Making City ledgers for Finance department

**Counter Staff at
Beirut-Rafic Hariri
International Airport (Duty
Free) Beirut Lebanon**

**January 2011 - December
2013**

- Using sales techniques
- Handling customer inquiries, comments and complaints
- Counting money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Shift end cash closure.

Education

**Bachelor of Banking and Finance
Lebanese International University
Beirut, Lebanon
2014**

Achievements:

- Customer service certificate (Beirut Rafic Hariri International Airport).
- Selling Techniques certificate (Beirut Rafic Hariri International Airport).
- Preopening Team Certificate (Hilton Beirut Downtown)

Skills

- Microsoft Office (PPT,Excel,Word),
- Squirrel System,
- Opera System,
- Micros- Fidelio Material control,
- VIP Report,
- QEMS,
- InforSunSystem
- ONQ System
- Birchstreet

Languages

Arabic native language, Fluent in English

Interests

Bodybuilding, Soccer &Swimming