

# Adnan Itani

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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.

## WORK EXPERIENCE

*November 2018-August 2019*

### TRAVEL AGENT, MTRAVELLING, METN, LEBANON

#### *Responsibilities:*

- Proceed with Tickets Reservations, Transportations, Accommodations, Insurance, and other travel services.
- Collect and process payments.
- Advise clients on travel arrangements, e.g. visas.
- Keep clients up to date with any changes.
- Deal with occurring travel problems, complaints or refunds.

*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.
- Coordinates healthcare activities and services related to patients visit to the hospital.

*February/2016 – January/2017*

### 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 of sales reports, reissued & refunded tickets, additional amounts & FOP Form of payment.
- Interline billings audit, rejections & acceptance for bills.

January/2010 – May/2015

**ASSISTANT MANAGER, FAKHANI SUPERMARKET,  
BEIRUT, LEBANON**

*Responsibilities:*

- Full supervision over staff leading them for the best customer service.
- Knowledge about cashier systems.
- Ensure smooth operations at the store as a whole.

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**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

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**REFERENCES**

References available on request