## JOUMANA EL HADDAD

Beirut, Lebanon

961-70-642428

[joumana.elhaddad@gmail.com](mailto:joumana.elhaddad@gmail.com)

**CAREER OBJECTIVE:**

Seeking a challenging position with a highly successful company offering exceptional career growth opportunities where I can practice my skills, knowledge and experience gathered in 19 years experience in travel, leading teams, customer service and problem solving.

**COMPETENCIES :**

|  |  |
| --- | --- |
| * Communication skills | * Project management skills |
| * Leadership skills | * Organizational skills |
| * People management skills | * **Customer** driven |

**WORK EXPERIENCE:**

|  |  |
| --- | --- |
| **Nov 2005 – Dec 2018**  **Emirates Airline, Dubai – UAE**  **Position: In-flight Operations Manager, Customer Relations Manager**  *.* | On-board responsibilities:  A-380 airbus Purser  Managing a team of 26 -30 Flight attendants – capacity up to 615 customers   * Promoted a cooperative and positive work atmosphere to increase employee’s morale and productivity * Managed on board customer’s complaints * Enroll Customers to the loyalty program to become members of skywards * Conducted regular audits to ensure procedures are fully implemented as per the operations manual and in line with the company strategy. * Oversee daily activities of operations team to maximize their productivity * Control department’s quality output by reviewing regularly the team performance and KPIs, delivered feedback and took corrective actions * Develop, evaluate, appraised and trained the team on soft skills and procedure * Ensured staff’s appearance is reflecting a professional image of the company * Operated under high stressful conditions with limited resources * Enhanced Communication among the team and different departments * Supervised the team to ensure customers on board safety and comfort. * Built strong relationship with customers (capacity up to 615 customers) * Played the mediator during staff conflicts * Organized pre-flight plan in order to share the information with the team * Represent the company in exhibitions, forums and other events * Lead by example and acted as a brand ambassador for Emirates Airlines on different occasions |
| **June 2005 – Nov 2005**  **Premier Leisure Group**  **Beirut – Lebanon**  **Position: Customer Relations Supervisor**  *Premier Leisure Group is a group managing several restaurants and hotels in Beirut like Le Meridien Hotel etc…* | Responsibilities:   * Established and created the “Guest Relations” department along with the Operations Director * Maintained relations and liaised with other departments to ensure a constant superior customer service * Followed-up on complaints and made sure that a solution was always provided * Established a daily tracking system that collect all customers’ comments * Reported back to management customers’ feedback * Prepared with HR department a program to develop and train the staff based on the areas of improvement collected from customers’ feedback * Coordinated and organized a mystery shopper program |
| **Jul 2002 - April 2005**  **Synergy - Beirut – Lebanon**  **Position: Outlet Supervisor**  *Synergy is a hospitality services & solutions handling resorts: Oceana, Virgin Megastore , Edde Sands* | Responsibilities:  Managing a team of 25 employees   * Assisted at the pre-opening of the resorts where success was remarkable * Assisted at organizing events such as weddings, conferences and functions * Implemented a coordination system such as inventory, internal and external communications, employee’s recruitment and dismissal process * Shared knowledge by training staff and creating a challenging atmosphere to achieve team goals |

#### EDUCATION:

2010 **MBA - Master of Business Administration**

American University of Sciences & Technology (AUST) - Beirut, Lebanon

2003 **Bachelor Degree of Business Administration & Economics**

State University of New York, ESC - Beirut, Lebanon

1999 **Degree in Hospitality Management**

Educational Institute for Hotel and Motel Association - Beirut, Lebanon

1998 **Private Pilot License**

Aero Club of Lebanon - Beirut, Lebanon

#### TRAINING AND CERTIFICATIONS:

* Executive Leadership Development ( with one on one career coaching )
* Soft Skills Training Recommended by Emirates Airlines such as: Time Management, Leadership, Teambuilding, Communication, Leadership
* Rewarding Loyal Customers
* Professional Image and Grooming: Role of Seniors
* Self-Development: Increasing Your Assertiveness
* Business Writing: The Fundamentals
* Employee Performance: Managing Difficult People
* Coaching: Applying the Coaching Process
* Employee Performance: Providing Feedback
* Interacting with different cosmopolitan Customers’ cultures

#### VOLUNTEER AND OTHER ACTIVITIES:

* Member of Lebanese Red Cross as paramedical volunteer
* Scout leader at La Sagesse School - Achrafieh

#### LANGUAGES:

* Arabic: Native language
* English: Fluently spoken & written
* French: Fluently spoken & written
* Spanish: Spoken