## JOUMANA EL HADDAD

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**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 :**

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| * Communication skills
 | * Project management skills
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| * Leadership skills
 | * Organizational skills
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| * People management skills
 | * **Customer** driven
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**WORK EXPERIENCE:**

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| **Nov 2005 – Dec 2018****Emirates Airline, Dubai – UAE** **Position: In-flight Operations Manager, Customer Relations Manager** *.* | On-board responsibilities:A-380 airbus PurserManaging 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
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| **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
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| **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
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#### 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