

Mr. Adam Madani

Personal Contact Information:

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Brief Overview about Candidate:

I am a competent, highly motivated individual seeking a hospitality and tourism management related job position. Where I can achieve successful steps on the ladder of hierarchy and gain all new accumulated knowledge from the work environment. Enabling me to become more avid, adapt and pursue better in the hospitality and tourism industry for the sake of serving my personal endeavours, career path development and future professional projects and research.

Professional Work Summary

Business Mentor

Faster Capital (Incubation and Mentor Fellowship Program)

On Demand Position

Website: <https://fastercapital.com/mentors.html>

Job Tasks & Responsibilities:

Mentor at Faster Capital for all entrepreneurs and, startups to be accelerated or incubated at which I have a strong desire to teach the “been-there, done-that” lessons to our cohort start-ups and have the ability to motivate them so that innovative ideas can be turned into groundbreaking products. In Addition I am willing to share wisdom, knowledge, skills, and expertise. Giving useful direct, honest and constructive feedback.

Travel Consultant

Dec 2017 – Present

Kurban Travel Agency (Kurban Group)

Contact Center – Corporate Department

Job Tasks and Responsibilities:

A) Amadeus Reservation System – GDS / Hotel & Transfer & Insurance Suppliers:

- Liaising with clients in person or over the phone concerning their travel requirements
- Advising clients on suitable options for destinations, accommodation, transport, insurance, tours and fares execution
- Preparing customised itineraries to suit the client’s preferences and budget
- Making quotations and confirming bookings via Amadeus, GDS (computerized reservation system)
- Issuing tickets and relevant documents related to customer’s itinerary
- Providing advice on travel rules and regulations (visas Requirements, preparation, medical insurance issuance, extra baggage limits and safety)

Continued

- Modifying existing bookings to suit a change in clients' circumstances
 - Researching destinations and keeping up to date with the newest travel industry news
 - On-going training and providing operational support to other department and team members
 - Invoicing, accounting and billing of financial travel transactions
 - Upselling for walking in clients and generating profit budget plans and targets
 - Professional negotiation and communication with other airlines and travel agencies via email and phone conversation
 - Setting up and managing hotel, hostels and apartment accommodations to customers with online and offline suppliers
 - Attending workshops, seminars and conferences related to the industry's development
 - Preparing Visa document files for customer and re-evaluating their eligibility requirements
- **Beirut, Lebanon**

Internship

May 2016 – July 2016

Middle East Airlines – Air Liban (Sky Team Alliance Member)

(Cedar Miles Customer Service Agent) – Commercial Department

Job Tasks and Responsibilities:

A) Amadeus loyalty management program:

- Extracting and editing all sectors of the member's information.
- Retro claiming (re-crediting) tickets for customers automatic and manually.
- Communicating directly and indirectly with customers and agencies.
- Refunding of rewarded tickets and cedar miles.
- Managing cedar miles loyalty program for applicants
- Upselling frequent flyer concerning benefits, points and class upgrades

B) Altea reservation desktop program:

- Displaying and checking on the status of tickets.
- Checking on flights availability and reservations.
- Retrieving booking number of customers for amendments

C) Supervising and training new trainees into the company

■ **Beirut, Lebanon**

Restaurant Supervisor

Sep 2013 – Sep 2014

Olive Garden Restaurant

Job Tasks and Responsibilities:

- Suggestive selling (upselling-marketing concept).
- Supervising and assisting other team members with their tasks.
- Engaging in client- employee relationships and activities.
- Engaging in employee – management relationships and activities
- Training new team members and employees
- Observing operations and scheduling attendance sheet for employees.
- Managing and checking the inventory of the storage area.
- Managing daily operational tasks and duties related to the company's needs

■ **Aramoun, Mount Lebanon**

Education Pathway

Sep 2014 – June 2017

Continued

Bachelor of Science (B.S) Degree

Majoring in Hospitality and Tourism Management (CGPA: 3.76/4.0, **Major GPA: 3.85/4.0**)

Lebanese American University (LAU) - Graduated with Distinction

(NEASC), (AACSB) and (Beta Gamma Sigma) Accredited University

■ Beirut-Lebanon.

Sep 1999 – May 2014

High School Degree

Lebanese Baccalaureate Degree in Sociology and Economics (**Grade: 13/20**)

European Lebanese School (ELS) - Graduated with honors

Ranked #1 position student in class levels (11) and (12) academically

■ Dohat Al Chouifat- Lebanon.

> Relevant Projects, Awards and Achievements:

1. Third prizewinner at the MUBS young entrepreneur contest (2013) - new hospitality and restaurant robotic design structure and operation concept project theme - winning idea.
2. Received a certificate of participation in the MUBS young entrepreneur contest (2014).
3. Honor's certificate and scholarships from the Lebanese American University due to high scholastic achievements and impressive academic/social standing (2016)
4. Golden medals, awards and certificates from the European Lebanese School due to high academic and cultural achievements (2014)
5. Distinguished Member of the student academic distinction society at LAU (2017)
6. Golden medal and awards from LAU due to outstanding social and cultural achievements.
7. Received a certificate of participation in the GCNL 2017 Environmental Incubator (Envrionmate, AUB) – new solar energy efficient hospitality and sustainable luxury transport structure project theme

Technical Proficiencies

- Microsoft office: Excel, PowerPoint, Outlook, communicator and Word.
- Adobe In-Design and Adobe Photoshop
- Distribution channels and social media platforms
- Web Browsing & Google Communication Analytics
- Video scribe (Sparkol.com)
- Surveymonkey.com conducting surveys, research and analyzing data base
- Prezi.com (graphical business and non business presentations)
- Piktochart.com (Information Graphics representation)
- Amadeus, hotelbeds,TBO ,mideassist insurance, Airlines Travel systems management

Skills and Professional Attributes

- | | |
|---|---------------------------|
| ○ Problem solving | * Leadership Capabilities |
| ○ Data analysis | * Performance motivator |
| ○ Time management | * Decision making |
| ○ Flexible approach | * Creative potentials |
| ○ Business communication skills | * Objective centered |
| ○ Pressure and complex situation handling | * Adaptability/Friendly |
| ○ Team work and management | * Detail Oriented |
| ○ Enthusiastic and persistent | * Researcher/follower |
| ○ Technology and social media platforms savvy | * Patience organization |

Continued

Personal Interests

- In general: all kinds of Sports and Reading books, articles and magazines
- Participated in culinary exhibitions and festivals (Horeca 2015- Lebanon)
- Active full time member of the Students Hospitality and Tourism management club Activities and Events Division At the “Lebanese American University”.
- Scouts: Participated in LSA “Lebanese Scouts Association” for 2 years including camping and cooperating in many social and cultural activities.
- Former Part time volunteer at animal’s safety and care organization (NGO).
- Active Part time volunteer and supervisor at “Beirut Marathon Association” (NGO)

Personal Information

- Nationality: Palestinian holding a Lebanese Travel Document
- Place of birth: Hamra Region, Beirut, Lebanon
- Date of birth: September/10/1996
- Marital Status: Single

Language Proficiencies

- Arabic, Native – Written, Reading and Spoken
- English, Fluent – Written, Reading and Spoken
- French, Basic – Written, Reading and Spoken

References

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