



Stephanie Roumi

BUSINESS EVENTS & TOURISM

Objective

Enthusiastic and passionate looking to develop practical skills and gain experience in the business administration field.

I have a strong track record of focus, self-motivation, commitment and reliability as shown in my extensive work experience in many different areas.

I believe that with my ability to learn quickly, I can contribute to business development while expanding my knowledge and career.

Education History

BA IN INTERNATIONAL BUSINESS MANAGEMENT
NOTRE DAME UNIVERSITY 2010-2015 LEBANON

AA IN TRAVEL AND TOURISM.
MIRA TRAINING CENTER. APRIL 2016 LEBANON



CERTIFICATE

PROTOCOL AND ETIQUETTE
FROM MARIANA WEHBE PUBLIC RELATIONS. SEP 2016

CUSTOMER SERVICE CERTIFICATE
FROM DOCTOR HASSAN CHAKER. MAR 2016

Reach me @



+961 3686841



Steph.roumi@hotmail.com



Stephanie Roumi



Nefaa Street, Dekweneh, Maten, Lebanon

References

Fardayso: Operation manager - Isabelle Khachoyan,
+961 71356 562

Reneh Nehme wedding Planner- Reneh Nehme,
+9613 075074

Select agency: Event manager-Linda Lebbos,
+96170 822858

Lebanon Express: Operation Manager-Grace Nassar,
+9613 554 486

Continental Trust Insurance: Manager, Taline Sakarian,
+9170341032



Experience

Full Time Job

Travel Consultant

Fardayso | Lebanon- May 2017 - October 2018

- Arranging flights, insurance and accommodation by Using booking system to secure holidays..
- Advising clients on travel and selling them packages.
- Arrangements, visas and passports.
- Collecting and processing payments.
- Dealing with complaints, and Keeping clients up to date with any changes.
- Meeting with suppliers and closing deals.
- Attending conferences.
- Working on Europa Mundo system to book Fixed departure Tours.

Reservation and Packaging Agent

Lebanon Express (kettaneh group) |Lebanon -April 2016 -April 2017

- Dealing with supplies, customers and meeting new clients personal and corporate
- Working on corporate groups for traveling trips.
- Booking reservations, flights, hotels, rental cars, tours, excursion, and events
- Filling Visa Requirement.
- Invoicing for tickets issued/ hotels.
- Using Galileo system

Part Time Job

Event Coordinator - freelancer

January 2015 - Present

- Meeting clients, know their needs and advise them.
- coordinate with the suppliers.
- Coordinate every step planned during the event with time management, accuracy and effectiveness.
- Problem-solving and Manage complaint.
- Deliver excellent customer service to clients.

Team Leader

Select Agency - 2012- Present

- Communicate and meet clients/ RSVP for wedding list.
- Plan and organize an event such as Weddings/ Lunches/Festivals
- Team leader, Distribute tasks for the team and Handling problems that may occurs during the event and solve it on spot.



Proficiency in computer /Technical Literacy:

- Microsoft office (Power point, excel)
- Viper program
- Crisis program
- Tatsh program
- Focus TA
- GDS system Galileo
- GDS system Amadeus



Skills

- Research & Presentation
- Adaptability and Flexibility Willingness to learn.
- Leading and Brainstorming-Team Leader
- Planing, Organizing and Time management
- Handling Customer Concerns and Problem Solving
- Communicate effectively with people from different background and culture.
- Adaptability and Flexibility Willingness to learn.



Language

- English ● ● ● ● ●
- Arabic ● ● ● ● ●
- French ● ● ● ● ●



Hobbies-Traveling

- Sri Lanka
- Bali
- Turkey
- Spain
- Italy
- Amsterdam
- Dubai
- Qatar
- Cyprus