

STEPHANIE ASWAD

INFO

D.O.B

July 30, 1994

CITIZENSHIP

American & Lebanese

ADDRESS

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OBJECTIVE

A detail-attentive and fast learner, seeking a position within a dynamic and growth-oriented organization, that enables me to utilize past education, previous experience, and acquired abilities, while meeting shared goals.

LANGUAGES

- English (Native)
- Arabic (Basic)

SKILLS

- Highly detail-oriented
- Customer-centric
- Socially perceptive
- Strong interpersonal communication
- Results-driven
- Capable of working as part of a team or independently

SOFTWARE

- MS Office
- OPERA
- RateTiger (Basic)

INTERESTS

Team Sports - Soccer [Captain of the school soccer team]

Travel & Adventure - Savoring new cuisines around the world, and discovering diverse cultures and traditions

Cooking - Especially baking cakes and hosting brunches

EDUCATION

Lebanese American University | Lebanon

JUN 2015

Bachelor of Science in Hospitality and Tourism Management

Member of the Hospitality Club

Brummana High School | Lebanon

JUN 2011

High School Diploma

WORK EXPERIENCE

Administrative Coordinator

APR 2017 – DEC 2017

Louvre Hotels Group

Golden Tulip Galleria Hotel | Beirut, Lebanon

Department Executive Office

- Responsible for General Manager's expenses, meeting schedules, conferences, corporate outings, and travel plans
- Prepared daily minutes of meetings across departments; followed-up on results
- Managed incoming and outgoing mail/email, calls, and inquiries; acted as the administrative point of contact between executives and clients
- Conducted research and benchmarking to remain up-to-date with the latest trends and recommend ways for internal improvement
- Coordinated with staff at all levels to ensure their full compliance with hotel SOPs, policies, and service standards
- Modified daily room rates and availabilities across various distribution channels
- Updated and edited the menu content for three of the hotel's restaurant outlets
- Co-managed social media accounts on numerous platforms; design and content creation
- Assisted with the creation and execution of social media campaigns
- Monitored and responded to guest feedback and reviews through OTAs

HIGH-PRIORITY CROSS MISSION (1 month)

Department Reservations

- Submitted reservations on OPERA for 150+ Rooms
- Real-time processing of reservations, modifications, cancellations, and special requests; relayed to the front desk
- Handled guest inquiries and concerns on behalf of management
- Secured guaranteed reservations and no-shows
- Co-monitored the Front Office team

Front Desk Agent

NOV 2016 – MAR 2017

Le Commodore Hotel | Beirut, Lebanon

Department Front Office

- Assisted guests with the full registration process as well as personalized services
- Ensured satisfaction of guests accommodations upon arrival and departure
- Posted and computed charges on OPERA
- Responded to guest requests in a timely manner
- Collected payments adhering to cash handling rules

VOCATIONAL EMPLOYMENT

EVENT: *Dubai Airshow 2013*

ORGANIZATION: DWTC

DURATION: NOV 2013

POSITION: Catering Server

CHALET: Joint Aviation Command

DEPARTMENT: Banquet

EVENT: *Dubai Airshow 2015*

ORGANIZATION: DWTC

DURATION: NOV 2015

POSITION: Chalet Manager

CHALET: Ministry of Defense

DEPARTMENT: Banquet

Server

MAR 2015 – MAY 2015

InterContinental Hotel Groups

Phoenicia Hotel | Beirut, Lebanon

Department Food & Beverage

- An intensive training program that covered menu knowledge, handling of food items, wine pouring, buffet and table set up, polishing glass and silverware, posting bills, and addressing guest requests

Intern

AUG 2013 – SEP 2013

Le Commodore Hotel | Beirut, Lebanon

Department Sales & Marketing

- Scheduled appointments, prepared group preliminary offers and contracts
- Entered data and extracted reports from STR, responsible for the archive, prepared Corporate/FIT rates, and entered account information on OPERA
- Followed up on activities of the Sales team and ensured deadline compliance
- Coordinated with the Marketing team on joint activities
- Processed request orders for the department

* Available for travel

* References available upon request