
 +961 71 305 155

 husseinshaabann@gmail.com

 Beirut, Lebanon

SKILLS

- Opera System
- Auditing
- Leadership
- Communication
- Customer Service
- Decision-Making
- Problem Solving
- Computer Literacy
- Employee Training

LANGUAGES

- Arabic: Native
- English: Fluent

ACHIEVEMENTS

- Designated Trainer (June 2024)
- Employee of the Month (August 2023)

HUSSEIN SHAABAN

INCOME AUDITOR

PROFILE

I'm a 28 years old qualified and professional income auditor with four years of experience in the hospitality industry. I possess strong analytical and auditing skills with a great eye for detail.

WORK EXPERIENCE

1866 Court & Suites | Income Auditor

January 2022 - Present

- Auditing all transactions made on Opera and reporting discrepancies
- Auditing discounts and upgrades granted to guests
- Auditing uncharged early arrivals and late departures
- Monitoring the credit limit report and reporting exceeding guest balances
- Conducting random cash spot check to the FO team
- Handling all hotel expenses and FO due backs
- Auditing the hotel parking operation and the pool bar sales

Lancaster Suites | Night Auditor

March 2020 - June 2021

- Greeting guests and checking them in and out
- Receiving internal and external calls and answering all kind of inquiries
- Managing reservations and assigning rooms to guests
- Processing cash and credit card payments and ensuring accurate records
- Providing exceptional guest service and handling complaints
- Coordinating with other departments to fulfill guest needs and requests
- Auditing all transactions made on Opera and doing the necessary corrections before the system night-run
- Acting as a night manager by taking proper decisions to solve night incidents

EDUCATION

Arts, Sciences & Technology University In Lebanon (2019 - 2021)

Masters of Business Administration GPA: 4

Arts, Sciences & Technology University In Lebanon (2016 - 2019)

Bachelor of Business Administration in Marketing & Advertising
GPA: 3.9