

RAYAN ABI HASSAN

November, 11 1993 ♦ Ain el Remmaneh, Beirut, Lebanon ♦ (+961) 70-572 146 ♦ rayan.abi.hassan@gmail.com

ABOUT ME

An independent and self-motivated professional with excellent research and writing skills; able to grow positive relationships with clients and colleagues at all organizational levels. I am seeking a position that will utilize my skills and offer the chance for advancement as well as allow me the opportunity to gain additional skills and experience.

WORK EXPERIENCE

SALES REPRESENTATIVE, Sep 2017 – Present.

IT Trust Sal. – Ashrafieh, Beirut Governorate.

- ♦ Services existing accounts, obtain orders, and establishing new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.
- ♦ Submit orders by referring to price lists and product literature.
- ♦ Resolve customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management.
- ♦ Contribute to team efforts by accomplishing related results as needed.
- ♦ Engaging in several accounting responsibilities such as invoicing, purchasing and participating on the process of collecting due invoices.

NIGHT AUDITOR, May 2017 – Oct 2017.

Golden Tulip Serenada Hotel – Hamra, Beirut Governorate.

- ♦ Post room charges and taxes to guest accounts, Process guest charges vouchers and credit card vouchers.
- ♦ To verify that all transactions performed at the front desk are supported by documentary evidence and signatures as necessary and that they have been correctly posted and allocated in to the PMS system.
- ♦ To verify that all charges posted from the POS Software had reached the correct guest folios and also not missing.
- ♦ Practice general administrative tasks as part of the night auditor position.

NIGHT AUDITOR, Dec 2016 – May 2017.

Golden Tulip Midtown Hotel – Hamra, Beirut Governorate.

- ♦ Review account information and charges with guests during check-out.
- ♦ Verify that personal and payment information on guest accounts was accurate and complete.
- ♦ Able to function as a front desk agent especially in terms of check-in and check-out procedures.
- ♦ Run end of day process in property management software (PMS).

FRONT OFFICE AGENT, Oct 2015 – Dec 2016.

Golden Tulip Serenada Hotel – Hamra, Beirut Governorate.

- ♦ Earned Employee of the Month Award May, 2016.
- ♦ Dealing with Companies and Travel Agencies part of the reservation process.
- ♦ Register guests and assigns rooms, accommodates special requests whenever possible.
- ♦ Performing cashier related functions like posting charges to guest accounts, raising paid out's, currency exchange.
- ♦ Uses suggestive selling techniques to sell rooms and to promote other services of the hotel.

SALES ASSOCIATE, Sep 2011 – Jun 2015.

Al Salam Library – Bakaata al Chouf, Mount Lebanon Governorate.

- ♦ Dealing with customers on a daily basis, attending to their inquiries and solving their problems if existed.
- ♦ Receiving all kinds of printing jobs, and providing the customers a good experience while shopping.
- ♦ Empowered by the Manager to take short-term decisions and participate in the decision making process.
- ♦ Dealing with several suppliers (Bassil Bros, Faber Castel, Bic ...) by receiving several products, and pricing the products based on receipts.

EDUCATION & CERTIFICATIONS

BACHELOR DEGREE: Business Management, Class Of 2015

Lebanese International University – Salim Salam, Beirut Governorate.

Projects:

- ♦ Worked on a Group Project to establish a new business (SODIKART) as a franchise for an international company.
- ♦ Prepared a Business Ethics solo project about “Sexual Harassment in the Workplace”.

LEBANESE OFFICIAL BACCALAUREATE: General Sciences, Class Of 2010

Moukhtara Official Secondary School – Jdayde al Chouf, Mount Lebanon Governorate.

TRAINING CERTIFICATE

LOUVRE HOTELS GROUP WORKSHOP CERTIFICATE, Golden Tulip Galleria Hotel.

- ♦ Exploration of the new online reservation software LE DESK (March 2017)
- ♦ Advanced course in the current reservation software GoldRES 4

LOUVRE HOTELS GROUP TRAINING COURSE, Golden Tulip Serenada Hotel.

Module VIII: Boosters – **Bo 1: Attitude** (November 2015)

- ♦ Attitude and motivation.
- ♦ Management and Employee attitude training.
- ♦ The relation between the employee and client.
- ♦ The importance of Attitude in the Hospitality industry.

LANGUAGES



SKILLS

PERSONAL	COMPUTER
Effective Communication	MS Office ●●●●●●●●●●
Reliable and Productive	P.M.S ●●●●●●●●○○
Work Ethic	Autodesk AutoCAD ●●●●●●○○○○
Problem Solving/Creativity	Adobe Photoshop ●●●●●●○○○○
Adaptability and Flexibility	CorelDraw ●●●●●●○○○○

REFERENCES

MUSTAFA KAWTHARANI.

Front Office Manager at Golden Tulip Serenada Hotel.

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HUSSAM ZEINEDDINE.

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