



## WORK EXPERIENCE

March 2017 Present	<div><b>Fly-Foot / <a href="http://www.fly-foot.com">www.fly-foot.com</a></b></div> <div><b>Sales, marketing and operations</b><ul style="list-style-type: none"><li>• Created customized packages based on each client’s personal needs.</li><li>• Used corporate accounts in the fields of airlines, hotels and ticketing systems.</li><li>• Coordinated with our international operations teams to ensure a proper follow through for each account.</li></ul></div> <div><b>Developing startup’s growth strategy</b><ul style="list-style-type: none"><li>• Performed market researchh in GCC countries that went toward the company’s expansion plan.</li><li>• Collected and analyzed data on the startup’s customer base to pivot the company’s service offering.</li></ul></div> <div><b>Platform Developement</b><ul style="list-style-type: none"><li>• Played a key role in developing a digital back-office system to ensure a smoother workflow between team members.</li><li>• Pitched ideas for website improvements based on customer surveys and feedback.</li><li>• Initiated and managed the company-wide corporate tournament.</li><li>• Helped create “dibs”, a mobile application that serves as a booking platform for sports venues across lebanon.</li><li>• Submitted “dibs” to a startup accelerator, and was accepted among hundreds of applicants. (only 7 startups were selected)</li></ul></div>
September 2016 December 2016	<div><b>Phoenicia Hotel Beirut – Finance Department</b></div> <div><b>Purchasing office</b><ul style="list-style-type: none"><li>• Monitored the relationship between each department of the Hotel and the purchasing agent.</li><li>• Point of contact with a number of hotel suppliers.</li></ul></div> <div><b>Arrivals</b><ul style="list-style-type: none"><li>• Shadowed someone with 30 years of experience in arrivals.</li><li>• Performed quality control, ensuring that each item entering the hotel met its luxury standards.</li></ul></div> <div><b>Accounting Office</b><ul style="list-style-type: none"><li>• Monitored Debit &amp; Credit Accounts within the Hotel.</li><li>• Filed final Billing Checks.</li></ul></div>
June 2016 August 2016	<div><b>The Boulevard Arjaan by Rotana (Amman, Jordan)</b></div> <div><b>Food &amp; Beverage Department</b><ul style="list-style-type: none"><li>• Supervisor of both Restaurants. (Café Margaux &amp; Café Italia)</li><li>• Monitored Room Service Operations.</li><li>• Shadowed the Food &amp; Beverage Manager.</li></ul></div> <div><b>Front Office Department</b><ul style="list-style-type: none"><li>• Worked with a Front Office Manager in collecting daily cash.</li><li>• Greeted clients to the Hotel as a Front Desk Agent.</li><li>• Learned how to use the Hotel Operating System. (OPERA)</li></ul></div> <div><b>Housekeeping Department</b><ul style="list-style-type: none"><li>• Assisted Floor Managers and Housekeeping Operator in assigning tasks.</li><li>• Assisted the Housekeeping Manager learning how to create an effective team with over 150 employees.</li><li>• Assisted in cleaning rooms.</li></ul></div>

## EARLY EXPERIENCE

April 05 2010 April 25 2010	July 2011 August 2011	June 2011 July 2011	September 2012 December 2012	01 October 2015 16 October 2015
<b>Intern at Moroccan Embassy, Washington, DC.</b>	<b>Intern at AUB Lebanon, research and development office.</b>	<b>Intern at Solidere International.</b>	<b>Passe partout at Neyla Restaurant. Washington, DC.</b>	<b>Intern at Dubai World Trade Center during the Air Show.</b>

## EDUCATION

Dec 2016 	<ul style="list-style-type: none"><li>• BS in <b>Hospitality &amp; Tourism Management</b> Lebanese American University, Beirut, Lebanon.</li></ul>
June 2012	<ul style="list-style-type: none"><li>• Baccalaureate – <b>Lycée Rochambeau</b> French International School, Lycée Rochambeau Washington D.C.</li></ul>

## SKILLS & INTERESTS

<b>Software Skills</b>	<ul style="list-style-type: none"><li>• MS Office, Outlook, Excel, PowerPoint</li></ul>
<b>Languages</b>	<ul style="list-style-type: none"><li>• Fluent in English, French and Arabic</li></ul>
<b>Interests</b>	<ul style="list-style-type: none"><li>• International Relations, History, Music, Travel and Culture, Sports (Football, Basketball, Volleyball, Swimming, and Tennis)</li></ul>
<b>Travels</b>	<ul style="list-style-type: none"><li>• Lived in three different countries: Beirut, Lebanon, Athens, Greece; and lived in both New York and Washington, DC</li></ul>

## CONTACT