

Mahmoud Hariri

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Professional Summary

Graduate of International Business Management prepared to contribute extraordinary and diversified skill through innovative insights, acquired intelligence and dedication to career and business success.

Education

- **2nd Baccalaureate** | Westwood School, Lebanon **2013**
- **BA** in international Business Management | Lebanese International University, Lebanon **2017**
- **MBA** concentration in Supply chain | Sagesse University, Lebanon **Currently**

Experience

Front Desk Agent | Lifestyles Health Club & Spa | Beirut **Sep. 2014 - Aug 2015**

- Created detailed expense reports and requests for capital expenditures.
- Managed office supplies, vendors, organization and upkeep.
- Directed guests and routed deliveries and courier services.
- Answered and managed incoming and outgoing calls while recording accurate messages.
- Opened and properly distributed incoming mail.
- Organized all new hire, security and temporary paperwork.

Ticketing Office Intern | Silver Wings Agency | Old Sidon Road **Jun. 2016 - Aug 2016**

- Assigned to aid the management in their daily processes such as collecting bills.
- Responded to customer inquiry and concerns through phone calls and live meetings.
- Established relationships with customers and their community to sustain long term business growth.

Sales Advisor | Lifestyles Health Club & Spa | Beirut

Oct.2017 - Jun.2018

- Worked with the team to implement the proper division of responsibilities.
- Responded to customer inquiries and requests in efficient manner.
- Recommended new packages to clients for sales uprising.
- A sales person that introduce lifestyles for who want to register new.
- Contacted customers through phone and email in response to inquiries.
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges and security practices.

Senior Ticketing officer | IATI CO | Jdeideh

July. 2018 – Recent

- Responsible for dealing with the b2c clients that book there tickets through WEGO and ticketsandhotels.com over mails for reissuing, refunds, or any service for the ticket or any requests regarding flights.
- Made alternate arrangements for passengers owing to flight cancellation and processed refund as required.
- Supporting the department for solving requests for the travel agencies that deal with the company through the system when they send any request.
- Responsible for credit, debit, void, authorization transactions through Cybersource for BlomBank and for BankMed.
- Contacting and Following up with the airlines for rules, EMD, flight changes, and seats selection when seat map not available.
- Taking customers' information and feeding in the computer systems as Galileo, Amadeus and issuing reservations.

Skills

- Professional level in Microsoft, word, Excel, & PowerPoint
- Communication: Arabic (Mother tongue) | English (Fluent)
- Sales: B2C
- Goal-oriented
- Customer service
- Wide knowledge and experience in using Galileo and Amadeus

References

Hanadi Fayyad | Administrative Manager | Lifestyles Health Club | 01 366 555
Ousama. S | Accounting Manager | Silver Wing Agency | 03 834 076
Kassem Zaayter | Art Director | 70 897 277
