

# AHMAD DABBAGH

Business Applications Manager

## CONTACT

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Rotana Str. Aaramoun 



## CORE QUALIFICATIONS

Information and Reporting Systems.  
Real - Time Database Management Systems.  
IT/Web-Based Media Support.  
Scientific Document/Media Support.  
Science Communication.  
Web/Database Servers.  
Project Quality Control.  
Content Development.

## SKILLS

**Platform:** Dreamweaver, MS Office.  
**Business Solution:** Dynamics ERP (NAV), Dynamics CRM, SABRE Reservation System.  
**Technical:** Web Technologies (HTML 5, CSS) C++.

## CAREER OBJECTIVE

During my studying and working career, I have gained some experience in the proposition, sale, and management of software management of information technology, as well as an analytical thinking and strategic capability, to facilitate operations and planning. Utilizing excellent communication skills, I developed and maintained successful working relationships with both internal and external staff even from different nationalities. Skills include:

- Business management
- Sales and bid management
- Business development
- Web developers
- Business Intelligence
- Business Administration
- Work team management
- Customers and suppliers management
- Management Information System
- Staff leadership / motivation
- Communication Skills

Specializing in the development and implementation of automated and paper less systems for data collection; procedures reporting; information submission, storage, and retrieval; and formal report and web content production.

## PROFESSIONAL EXPERIENCE

**Reservations and ticketing agent**  
**Natour Travel Agency**  
(Beirut District, Lebanon)

**Fev 2018 - Present**

Supervised the efficient counter operations and monitor performance of the assigned team in order to achieve revenue, yield and volume targets.  
Issue tickets for all airlines, process refunds, reissues, revalidations and EMD's of travel Documents.  
Ensure team compliance with all EY reservation policies and procedures and standards of guest service (i.e. handling guest problems, answering telephone enquiries within 3 rings, pre-flight checks, timeliness, grooming, courtesy etc.  
Handle day-to-day problem resolution, escalating to higher levels as required. Responsible for having queues, PTA issues, TODs and re-issues completed in a timely manner.  
Keep self up to date on product, service, policies and procedures.  
Complied with all airlines reservation policies and procedures and standards of guest service etc.

**Team Supervisor**  
**Gefinor Rotana Hotel**  
(Beirut, Hamra)

**Jan 2016 - Dec 2017**

Creating an inspiring team environment  
Delegating tasks and set deadlines  
Oversee day-to-day operation  
Monitoring team performance and report on metrics  
Motivating team members  
Discover training needs and provide coaching  
Listening to team members' feedback and resolve any issues or conflicts  
Recognizing high performance and reward accomplishments  
Encouraging creativity and risk-taking  
Suggest and organize team building activities.

## Business Applications Manager

### EDUCATION

**AUL University**      **2013 - 2017**  
(Beirut, Lebanon)

Bachelor degree of Business  
Administration (BBA),  
Management information  
Systems, General, 3.

**Elite School**      **2013**  
Diploma Degree in Economy  
(Beirut, Lebanon).

### PROFESSIONAL EXPERIENCE

**Stock Controller**      **Jan 2014 - Nov 2015**  
**Fairco Intl**  
(Beirut, Cornish Al Mazraa)

Responsible for maintaining the supply and demand of inventory, and ensuring that there are adequate stocks available.  
I also ensure stock purchasing, delivery and shipping confirmations, and manage inventory balances.  
Entering shipping and inventory data in the computer system.  
Manage purchasing orders for incoming equipment, services, and supplies.  
Verify receipts and confirm purchase contents and orders are complete  
Remove inventory from shipment delivery trucks  
Ensure supplied stocks meet demand  
Prevent overstocking and ordering  
Keep track of inventory and supplies that need restocking  
Develop plans for purchasing equipment, services, and supplies  
Create and maintain a detailed inventory of all incoming, outgoing, and current supplies  
Prepare inventory for deliveries and shipping  
Ensure correct inventory is loaded into correct delivery trucks  
Track and ensure deliveries are received  
Compile reports inventory and supply balances  
Make note of damaged inventory  
Maintain records of purchases, pricing, and other important data