

# ***FARAH HILAL***

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## **Professional Summary:**

Detailed – oriented person with extensive experience supporting senior executives in large corporate environments.

Driven Executive Assistant adept at developing and maintaining detailed administrative and Procedural processes that reduce redundancy, improve accuracy and efficiency, and achieve organizational objectives.

Ambitious and motivated person bringing several years of experience in supporting multiple seniors in administrative and hospitality jobs.

## **Skills:**

Excellent communication skills – Self-Directed – Excellent planner and coordinator – Dedicated team player – Critical thinker – Employee training and development – Accurate and Detailed – Filing and data archiving.

## **Work History:**

### **IQOS expert – Duty free, 07/2019 to present. Philip Morris International.**

- Educating Legal age smokers about IQOS.
- Apply good conversion practices on customers.
- Daily system entry (CRM and PMI systems.)
- Daily sales reporting.
- Increase sales through proper conversion practices.

### **Senior Sales Consultant, 09/2016 to 06/2019. Villa Sky Properties**

- Preparing, planning and project managing the publication of all publicity material to maximize brand promotion.
- Creating marketing campaigns and working with the company's external PR agency to see them executed.
- Map potential customers and competitors for the product.
- Creating and developing new innovative ways to communicate the company message to their existing customers.
- Preparing and attending outdoor and indoor meetings to present the company's services and portfolio.

**Ambassador's Assistant, 05/2014 to 03/2016**  
**Embassy of the Republic of Azerbaijan**

- devising and maintaining office systems, including data management and filing
- arranging travel, visas and accommodation
- provide general assistance during meetings
- screening phone calls, inquiries and requests, and handling them when appropriate
- Meeting and greeting visitors at all levels of seniority
- organizing and maintaining diaries and making appointments
- Dealing with incoming email, faxes and post, often corresponding on behalf of the ambassador
- carrying out background research and presenting findings
- producing documents, briefing papers, reports and presentations
- organizing and attending meetings
- ensure communication between embassy and Ministry of Foreign Affairs, by delivering notes personally from and to the embassy.

**Assistant Purchasing Manager, 08/2015 to 11/2015**  
**Abido Company / part time job**

- Managing purchasing department in absence of purchasing manager
- Perform and supervise and evaluate all purchasing activities to ensure safe and smooth production activities
- Prioritizes tasks and establishes schedules to maintain uniform workload among purchasing department employees
- Performs value and cost analysis and selects products and vendors consistent with existing and procedures and assist other staff members in doing the same
- Monitors orders/ contracts for compliance and/ or performance

**Customer Service, 05/2015 to 07/2015**  
**Osaka Sushi Lounge / part time job**

- Greeting and seating guests.
- Handle customer complains on spot.
- Follow up delivery orders and handling delivery customer complains.
- Assist on floor if needed.

**Human Resources Assistant, 09/2013 to 03/2014**  
**Petit Café Group**

- Answering employee questions
- Processing incoming mail
- Creating and distributing documents
- Maintaining computer system by updating and entering data
- Setting appointments and arranging meetings
- Participating in recruitment process
- Scheduling job interviews and assisting in interview process.
- Performing several administrative processes

**Server International Trainer, 04/2012 to 08/2013**  
**P.F Chang's China Bistro**

- Maintaining restaurants food and service standards.
- Follow up with servers to solve any weakness points in their performance.
- Train new servers.
- Contribute in international opening abroad as a part of the international training team in order to open a new branch.

**Captain server, 04/2012 to 08/2015**  
**Loge Resto Pub / Part time job**

- Apply full table service standards.
- Coordinate between front of house and back of house teams.
- Ensure full satisfaction of guests.
- Work with a team in a club environment with a perfect team work attitude.

**Hostess/ Cashier, 10/2011 to 03/2012**  
**Phoenicia Hotel**

- Greeting and seating guests.
- handling the cash- system
- Receiving customer complaints and reporting to the manager.
- Help in the restaurant seating setup process with the manager's cooperation.

**Education:**

Bachelor in Marketing and Advertising, Arts, Science, and Technology University in Lebanon – 2016

**Achievements:**

- Training one month with Phoenicia intercontinental hotel (telemarketing)
- Server international trainer at P.F. Chang's china bistro Ashrafieh, training staff about team work, proper customer service, menu knowledge and better world spirit. Contributed in opening P.F. Chang's Bahrain at Bahrain city center, and opening P.F.Chang's Jordan, Developed team work skills and customer service skills (with the help of my team members) for more than 100 employees.