

Personal info:

Ibrahim **GHAZI**

Lebanese

Mount Lebanon-Maten-Zaarour

Single

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22 years old

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I'm looking for a job as a team member of a great company, I have an experience of almost 5 years in customer service, and administrative field.

Education:

Currently: Law-Third Year-Lebanese University Third Branch.

2015-2016: Lebanese Baccalaureate Sociology and Economics-Mawaheb Osta Secondary School in Tripoli.

2012-2013: Lebanese Brevet-AlGhazali official school for boys in Tripoli.

Work Experience:

2019-07-August till present: “Le Grand Chalet-Zaarour” 5 Stars Boutique Hotel,

Night Auditor+ Receptionist:

- Audit daily transactions
- Check in/out guests
- Do hotel reservations
- Answer phone calls and emails
- Handle cash drawer
- Handle complains.

2018-30-July till 2019-05-August: “Cimer SafraMarine” 4 stars resort,

Administrative Coordinator:

- Check in/out for guests
- Follow up guest's request and fulfill it
- Deal with Booking and Expedia
- Make monthly deals
- Handle cash
- Do daily reports on revenue.

2018-12-May till 2018-28-July: “Senses Hotel and resort” (got a promotion) as **Head of Reception** (in charge of 10 employees):

- Put the schedule on weekly basis
- Answer phone calls and emails
- Write a daily and monthly basis reports
- Follow up reservations with guests, Expedia, and Booking
- Do hotel reservations
- Check in/out
- Supervising R.S. and H.K. work (checking rooms and public areas after they finish)
- Handle guests complains and problems
- Handle Cash
- Take reviews from guests
- Train new employees.

2017-4-September till 2018-11-May: “Senses Hotel and Resort” 4 stars boutique hotel,

Receptionist:

- Do hotel reservations
- Check in/out
- Supervising R.S. and H.K. work (checking rooms and public areas after they finish)
- Answer phone calls and emails
- Handle guests complains and problems
- Handle Cash
- Take reviews from guests.

2017-7-June till 2017-3-Septemebr: “Senses Hotel and Resort” 4 stars boutique hotel,

Night Audit + Receptionist:

- Check in/out
- Do hotel reservation
- Answer phone calls
- Solve guests problems
- Serve guests and fulfill their requests
- Handle cash.

2016-17-December till 2017-24-May: Hotel “Beit Jeddi” 3 stars Hotel,

Operation supervisor:

- Hotel reservations
- Serve people in the rooms and restaurant
- Purchase and managing stock
- Supervise housekeeping
- Train new employees.

2016-1-August till 2016-11-October: “Senses Hotel and Resort” 4 stars in Kaslik,
Bartender-Waiter. (Summer job)

2016-3-May till 2016-26-July: Hotel “Beit Jeddi” 3 stars in Tripoli,

- Serve guests
- Do hotel reservations
- Check in/out
- Barista man
- Handle Cash.

2015-21-July till 2015-10-September: Coffee shop “Ahwee w Heil” in Tripoli,

- Barista Man
- Waiter
- Train new employees.

2015-1-March to 2015-30-May: **Sales** (make up-perfumes-products for beauty),
marketing employee with FM (Federico Mahora Company) in north area.

2014-3-March to 2014-10-October: **Photographer** at HLSD (NGO located in Tripoli).

2014-22-November to 2015-15-June: **Volunteer** in WCL (Women Charity League) in
Akkar-Halba.

Languages and Informatics:

Arabic: Excellent-Mother tongue

English: Fluent

French: very good

Word, Excel, Power Point, Publisher, Logistics system, Omega system for restaurants
and hotels, PMS for hotel and Opera System for hotels.

Sports and Hobbies:

Walking

Reading

Writing poetry

Dancing

Skills:

High ability to learn new skills and apply it,

Able to work under pressure, alone and in a team,

Very good communication and interpersonal skills,

Motivated, passionate about work, and friendly,

Details and customer service oriented.