

RAZAN ABOU DIAB

Lebanese

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Career Objectives:

A personable and astute student with proven time-management and collaborative skills developed through internship programs. Highly articulate individual, strong academic background, maintaining above-average results. Knowledgeable and keen graduate with solid theoretical hospitality understanding and some practical experience. Seeking opportunity to start a professional career with the long-term aim of opening my own business.

Education:

Lebanese University Faculty of Tourism & Hospitality Management **2018 - Present**

Master's in Hospitality Management.

Lebanese University Faculty of Tourism & Hospitality Management **2015 - 2018**

BA in Hospitality Management. Graduated: Spring 2018. GPA 72/100

Experience:

November 2018 - July 2019: Data Entry Specialist at Integrated Market Place SAL, Toters Delivery Application. Upload menus of new stores on the application, ensure items are placed under correct categories and subcategories. Direct reporting to the Content Manager.

June - July 2018 Training in Monroe Hotel Reservation Agent. Handled guests' emails and phone calls. Booked guests' rooms on Opera PMS and did daily reports.

June – August 2017 Training in Four Points by Sheraton Telephone Operator and Guest Service Agent. Handled guests' daily requests. Checked guests In and Out of the Hotel.

August 2016 – May 2017 Part Time Room Service Waitress at the Four Points by Sheraton Le Verdun. Worked weekends and holidays in the room service taking orders, preparing trays and trolleys and delivering food to rooms and billing them to the system.

June - August 2016 Training in Four Points by Sheraton Le Verdun kitchen and F&B. Learned how to prepare foods and desserts. Served guests in the restaurant and room service.

KEY SKILLS

- Client engagement
- Motivated
- Quick Learner
- Customer service
- Energetic
- Accounting
- Team Worker
- Software Skills: Microsoft Word ~
Microsoft Excel ~ Microsoft Access~
Microsoft PowerPoint~

Language:

Arabic: mother tongue

English: Advanced

French: Beginner

Interests: baking, hiking and yoga