



# Rita Dagher

**Public Relations &  
Advertising**

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Lebanon - willing to relocate 📍

[www.linkedin.com/in/rita-dagher](https://www.linkedin.com/in/rita-dagher) in

## CAREER OBJECTIVE

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Service focused person, bringing skills in oral & written communication, active listening and analytical problem solving skills.

Motivated to learn, grow and excel in the communication field where I can contribute to the organization's accomplishment.

## SKILLS

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Opera PMS

Microsoft Office

Photoshop

Customer Service

Digital Marketing

Adaptibility

Written & Verbal Communication

Time Management

Team Work

Detail Oriented

## EDUCATION

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- BA in Public Relations & Advertising - Lebanese University, 2018
- Lebanese Baccalaureate in Life Science - Saint Charbel College, 2014

## CERTIFICATIONS

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- The Fundamentals of Digital Marketing - Google Digital Garage, 05/2020
- 7 Steps for Better Service - Lancaster Eden Bay, 09/2019
- Return On Marketing Investment- Vanguard, 04/2018
- How To Get Ahead In Advertising - Impact BBDO, 04/2018
- The Art Of Pitching - Berytech, 04/2018
- Intellectual Property - Sader Law Firm, 04/2018
- Public Speaking - J. Walter Thompson, 04/2018
- Delf Certificate Level B2- French Institute, 2015

## ACHIEVEMENTS

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- "booking.com" STAR for service dedication to customers & the company - Lancaster Eden Bay, 10/2019
- Finalist in "Unleash Your Creativity" Contest - F. Hosri Group, 05/2018
- Token of appreciation for university excellence GPA 74 - AULIB, 2017

## PROFESSIONAL EXPERIENCE

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### ○ Lancaster Eden Bay Hotel & Resort - 5\*

#### **Front Desk Agent, 10/2019 - 10/2020**

- Check all arrivals, their room allocations, their covering and check them in accordingly.
- Check out guests, settle bill accurately through credit card or cash transaction.
- Make reservations, encourage up-selling and pass on any possible leads to the sales team.

#### **Guest Relations Agent & Concierge, 07/2019 - 10/2019**

- Escorted guests to their rooms & dealt with showrooms while promoting resort activities.
- Handled all guest comments, following-up and taking the necessary actions.
- Liaised with Reception and Housekeeping on room status & prepared all amenities.
- Provided guests with information about locations & services outside the hotel, such as transportation, flights, tours, nightlife and activities.

### ○ Middle East Africa Trading Organization

#### **CEO Personal Assistant, 04/2019 - 07/2019**

- Designed banners & flyers and helped reviewing marketing strategies to improve the company's image in the market.
- Dealt with staff and carried out different duties as directed by the CEO.
- Responsible for incoming & outgoing correspondence.
- Attended medical exhibitions & helped organizing them.

### ○ Beirut East Gate, Commercial & Residential Complex

#### **Sales & Administrative Assistant, 10/2018 - 01/2019**

- Worked on methods to improve our filing system for easier accessibility & protection.
- Daily upcoming tasks as requested by the CEO, accounting & engineering department.
- Initiated calls with interested prospects, prepared materials to be presented to them as part of the selling process.
- Created banners and social media ads to improve company's market image.