

Theresia-Maria Mohasseb

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With a BA in Hospitality and Tourism Management, I have the ability to work in a team environment while handling various tasks even under pressure. I am always seeking new ideas and challenges that keep me out of my comfort zone. Looking for a job where I can utilize my skills to ensure a steady career path.

EDUCATION

Hospitality and Tourism Management - Events Management

Notre Dame University- Zouk Mosbeh

09/2016 - 12/2019

GPA-3.4/4

Courses

- Strategic Management, Managerial Finance, Cost Control, Food Production, Floor Management, Logistics Management, Marketing, Hospitality Law, Human Resource Management, Information Technology Management, Hospitality Management, Sponsorship, Economics, etc.

WORK EXPERIENCE

Operations Supervisor II Toters Delivery

07/2020 - Present

Lebanon

An on-demand delivery tech platform allowing customers to deliver anything right to their doorstep from logistics to technology, design, and support.

Achievements/Tasks

- Channel market feedback to technology team to improve the Customer and Driver Apps
- Follow up on assigned orders with phone calls to Restaurants, Clients, and Drivers to ensure orders are received and being processed without any issues and addresses are accurate
- Create and amend polygons and zones with respect to application coverage as well as meet the KPI targets for order fulfillment and service quality
- Create weekly reports concerning zones, orders, service level index, shopper incentives
- Manage store delivery coverage and launching
- Manage driver incentives and motives to ensure high and consistent service through observation, research and experience

Contact: Nael Halawani

Events Organizer/Producer Internship Artists and more Entertainment

12/2019 - 01/2020

Lebanon

Part of "The Frozen City" Festival and the Jonas Blue concert Teams.

Achievements/Tasks

- Organized and controlled day to day construction schedules before, during, and after the events.
- Monitored, supervised and trained employees, created press conferences.
- Negotiated with suppliers, created deals, and answered customer complaints and feedback.

Contact: Anthony Abou Antoun

AREAS OF EXPERTISE

Team Work

Critical Thinking

Communication

Adaptability

Organization

Creativity

Leadership

Strategic planning

Problem Solving

PERSONAL PROJECTS

Freelance Wedding Planning (08/2019 - 11/2019)

- Organized, managed, planned, executed wedding for client
- Negotiated deals with suppliers based on offering and invoices with respect to quality
- Researched creative decoration and themes Food and dessert searching and tasting

Part of the NDU Events Team (09/2016 - 04/2020)

- Organized, planned and executed Annual Gala dinners and Fundraising events at the Notre Dame university
- Part of the 2019 NDU Fashion show Team/ 2018 Bar beer Q Spring picnic Team

Hostessed at Royal Wedding Dubai (06/2019)

- Full 4 day training on Food and beverage service
- Floor and seating plan management, service and guest satisfaction

ORGANIZATIONS

Volunteer at The Lebanese Mountain Trail (04/2019 - 05/2016)

NGO with a mission to encourage responsible and sustainable tourism as well as protecting Lebanese trails and natural reserves.

CERTIFICATES

Google's online Fundamentals of Digital Marketing Certification (05/2019 - Present)

Certified online courses and workshops related to marketing and M

Human Rights Competition- NDU (02/2016)

Fourth place in the Annual Human rights competition in Notre Dame University

LANGUAGES

English

Native or Bilingual Proficiency

French

Professional Working Proficiency

Arabic

Professional Working Proficiency

Spanish

Limited Working Proficiency