

# Dana Saad

MBA Graduate

03.09.1996 | Ukrainian – Lebanese

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## EDUCATION

- 2018 – 2019**      **EAE Business School | Barcelona, Spain**  
**MBA in Hospitality and Tourism Management**
- 2014 – 2017**      **Lebanese American University | Beirut, Lebanon**  
**BS in Hospitality and Tourism Management**  
GPA 3.4/4.0  
Clubs: Hospitality Club, Event Organization Club

## PROFESSIONAL EXPERIENCE

- Jan 2020 – May 2021**    **Front Office & HR Manager | Heartbeat Clinic | Beirut, Lebanon**
- Supervision of patient scheduling, registration, medical records, billing, data entry ...
  - Promoting excellent customer service by all levels of the staff, including troubleshooting when there is a complaint and developing process improvements to prevent recurrences
  - Interviewing, hiring, and training a productive medical office team and conducting performance reviews
  - Inventory control (office supplies, medical supplies ...)
- Jun 2019 – Oct 2019**    **Front Office Agent | The New Algarb Hotel, Grupo Playa Sol | Ibiza, Spain**
- Performed check-in & check-out, managed online and phone reservations
  - Performed concierge tasks by informing guests about rental agencies, restaurants, beaches and parties around the island in addition to selling packages when applicable
  - Provided information about hotel, rooms, rates, amenities & performed upselling
  - Registered guests collecting necessary information & maintained updated records
  - Responded to clients' complaints in a timely and professional manner
  - Liaised with housekeeping staff to ensure all rooms are ready to accommodate guests' needs
- May 2018 – Oct 2018**    **HR Coordinator | Kempinski Summerland Hotel & Resort | Beirut, Lebanon**
- Took full charge of seasonal employees (120 employees): recruitment and selection, issuing employment contracts, onboarding, payroll, termination ...
  - Maintained & updated employee records in HRIS (People365)
  - Assisted with all HR functions for permanent employees
  - Scheduled meetings, interviews, training sessions, HR events ...
- Mar 2017 – Apr 2018**    **Event Coordinator | Trust & Trades Int. | Beirut, Lebanon**
- Planned conferences for all medical specialties & performed all operations under supervision (setting dates and times, venue identification booking & setup, catering, invitations & RSVP, on-site registration & attendee tracking, transportation for international speakers, collaboration with vendors, visitor itineraries, special guest requirements, AV needs ...)
  - Negotiated with vendors and venue providers to achieve the most favorable terms
  - Evaluated event's success and submitted reports
- Jun 2016 – Sep 2016**    **Front Office Trainee | Le Bristol Hotel | Beirut, Lebanon**

## LANGUAGES

Arabic, Russian, English: Native/Fluent

Spanish, French: Advanced