

Maroun Jihad El Zailah

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30 September 2000
Zouk Mikael, Haret El Mir, Keserwan District
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IN A NUTSHELL

Seasoned, focused and hardworking individual with professional experience in business development, customer service and experience. Quick learner with a drift to adapt under ponderous unusual business pressure. Eternal seeker of experience and avid team player.

SKILLS

- Team Player Attitude
- Growth Mindset
- Adaptability
- Active Listening
- High Work Ethics
- Tele sales
- Microsoft Office Suite (Word, Excel, PowerPoint)
- ASI Front Desk
- Property Management System (PMS)

EXPERIENCE

Apr 2021 – Sep 2023 **Front Desk Receptionist & Business Developer**, [Princessa Hotel](#) – Haret Sakher

- Drafting offers supporting management strategy to streamline business amid COVID-19 repercussions and dire economic crisis
- Making and confirming reservations for guests
- Ensuring proper guest rooms allocation
- Network with Taxi drivers and restaurants for cross selling opportunities
- Boosting occupancy during COVID-19 stringent lockdown by creating several programs that attracted interested seasoned travelers and locals

Apr 2019 – Aug 2020 **Front Desk Receptionist**, [Reston Hotel](#) – Jounieh

- Performing all check-in and check-out tasks
- Managing online and phone reservations
- Handle booking.com and expedia pages
- React quickly and professionally to customer complaints
- Reviewing items of note to determine what needed to be communicated to staff of subsequent shifts.
- Liaised with housekeeping staff to ensure all rooms were clean and ready to accommodate new guest arrivals.
- Participating in boosting guest's satisfaction which lead to steady business during Lebanon incumbent financial crisis

Jan 2019 – Oct 2019 **Onsite Data Entry Specialist**, [OGMA Middle EAST SARL](#) – Zouk Mikael

- Preparing and sorting documents for data entry
- Entering data into database software and checking to ensure the accuracy of the data that has been inputted
- Resolving discrepancies in information and obtaining further information for incomplete documents
- Creating data backups as part of a contingency plan
- Responding to information requests from authorized members
- Testing new database systems and software updates
- Accelerating the Project delivery timeline with a ratio of -25% through hard work and efficient planning
- Beaming the company's transparency and hardworking motto at various client's onsite premise which helped OGMA sustain its current clients and attract new ones.

May 2018 – Apr 2019 **Sales Associate**, [Sport Et Loisirs Store](#) – Kaslik

- Answering customers' questions about specific products/services
- Conducting price and feature comparisons to facilitate purchasing
- Cross-selling products
- Ensuring racks are fully stocked
- Managing returns of merchandise
- Coordinating with the Retail Sales Representatives team to provide excellent customer service (especially during peak times)
- Informing customers about discounts and special offers
- Providing customer feedback to the store manager

EDUCATION

2018 – 2023

[Holy Spirit University of Kaslik](#) – Kaslik

Bachelor's Degree of Business Administration in
Management & Entrepreneurship

Key Courses:

- Project Management
- Operations Management
- Strategic Planning

2014 – 2018

[College Des Apotres](#) – Jounieh

Lebanese Baccalaureate Certificate in Sociology &
Economy