

# Rayan Jaber

## Business Development and Operations Management

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### EXPERIENCE:

#### **Grand Millennium Al Seef Basra, Iraq – Banquet and Events Sales Executive**

May 2023- present | Events Sales and Banquet operations

##### → Key Result Areas:

- Generating sales and maximizing revenue for the banquet and events department.
- Actively promoting the venue's services, responding to inquiries, conducting site visits, and negotiating contracts with clients.
- Achieving or exceeding sales targets and contributing to the overall profitability of the organization.
- Building and maintaining strong relationships with clients for repeat business and positive referrals.
- Providing excellent customer service, addressing client needs and concerns, and ensuring their satisfaction throughout the entire event planning process. This includes regular communication, timely responses to inquiries, and personalized attention to their requirements.
- Responsible for overseeing the planning and execution of events, ensuring that all details are and implemented. This involves working closely with clients to determine their event requirements, coordinating with various departments within the organization (such as catering, operations, and facilities), and ensuring smooth event operations from setup to breakdown.
- Staying updated on industry trends, market demand, and competitive offerings to develop effective sales strategies.
- Conducting research to identify potential target markets, monitor competitor activities, and gather information on industry best practices.
- Collaborating with the marketing team to develop and implement marketing initiatives that increase brand visibility and attract potential clients.
- Regularly tracking and analyzing sales performance, revenue figures, and other relevant metrics.
- Preparing reports that highlight key findings, identifying areas for improvement, and propose strategies to optimize sales and increase profitability.

### SKILLS

- Business Startup
- Business Management
- Business Development
- Customer Relationship Management
- E-commerce
- Marketing & Promotion
- Customer Service and Communication skills
- Hotel Management
- Event Management
- Food and Beverage
- Market Research & Analysis
- Generating Reports

### LANGUAGES

- Arabic -Fluent
- English -Fluent
- Khmer - Fluent
- French - Basic

## **Paragon Business Improvement, Lebanon — Operations Manager**

Jan 2022- Jan 2023 | E-commerce (B2B & B2C)

### **→ Key Result Areas:**

- Developing, monitoring, writing, and updating product content contained on e-Commerce websites/portals.
- Developing subject matter expertise in assigned product categories and taking ownership of daily business administration on assigned accounts.
- Cultivating standards, systems and best practices for content creation, distribution, maintenance, and new product listings.
- Work with product management, sales, graphics, and other relevant departments to provide updated content for assigned accounts to be shared across e-Commerce platforms.
- Possessing a comprehensive understanding of account-specific SEO best practices, pricing policies, media assets, inventory and/or pre-orders.

## **Al Ahli Bank of Kuwait, Kuwait—Sales and Marketing Executive**

Oct 2014- June 2016 | Banking & Finance

### **→Key Result Areas:**

- Responsible for selling and marketing all bank products for credit facilities and account management.
- Effectively acted as a liaison between our Marketing and Sales teams.
- Brought forth a strong and useful understanding of economic, financial, and marketing concepts and strategies.
- Assisting & managing the department according to the established concept statement by providing courteous, professional, efficient & flexible services to the customers.

## **Orient Queen II, Turkish and Greek Islands— Front Office and Shore-excursions Manager**

May 2014 - Sept 2014 | Cruise Line

## **Lancaster Plaza, Lebanon — Front Office Supervisor**

Sept 2013 - May 2014 | Five Stars Hotel

## **Ramada Plaza, Lebanon— Front Office and Reservations Supervisor**

May 2008 - Sept 2013 | Five Stars Hotel

## Entrepreneurship:

- **Seray JJ's, Cambodia— *Business Manager and Operator***  
Dec 2018 - Sept 2021 | Guesthouse
- **Seray's Herbal Boutique, Cambodia—*Business Manager and Operator***  
Dec 2018 - Sept 2021 | Boutique Hotel
- **Green-Go Restaurant, Cambodia—Business Manager and Operator**  
Sept 2019 - Sept 2021 | Vegan Restaurant
- **The Tajine Restaurant, Cambodia—Business Manager and Operator**  
Sept 2019 - Sept 2021 | Oriental Restaurant
- **Moodz Food, Cambodia—Business Manager and Operator**  
Sept 2016 - Dec 2018 | Street & Bar Food

### → Key Result Areas:

- Overseeing daily business operations.
- Managing all online bookings through different channels.  
(Booking.com, Airbnb, Expedia, Agoda etc..)
- Developing and implementing growth strategies.
- Creating and managing budgets.
- Improving revenue, Researching and identifying growth opportunities.
- Hiring employees.
- Evaluating performance and productivity.
- Hosting and planning various events on a weekly basis
- Created an Oriental, Vegan, & street food Cuisine menu.
- Handling all outlets purchases, orders, and accounts.

## EDUCATION:

- **Lebanese American University, Lebanon — *Bachelor's Degree***

Oct 2008 - June 2013

Bachelor's Degree in Hospitality and Tourism  
Management

## PROJECTS:

- **Art Space Basra — Art Therapy |**
- **Seray — Swimwear line | Online Clothing Business**
- **ESL Teacher — Volunteer**  
Teaching English as a second language for orphans and underprivileged children in South East Asia (Malaysia, Thailand and Cambodia).

## IT Skills:

- Content Managing – WordPress
- Internet Applications and Microsoft Office
- Salesforce
- SharePoint
- Google Applications – Social Media Platforms
- Hospitality Systems – PMS, Fidelio, Opera, GPOS, Micros, and SHMS
- Banking Systems – Fico, Beam, & Equation