

# Narine Papirian

A fusion of business and hospitality skills

## PROFILE



I am actively seeking an opportunity to join a company in a role that offers a dynamic and growth-oriented environment. I aim to leverage my skills and experience to contribute effectively as a valuable team member. My enthusiasm lies in tackling challenges and finding effective solutions, and I am eager to apply my professional skills in alignment with your company's objectives.

## WORK EXPERIENCE



08-2022  
09-2023

Online consultant  
Malia Group | Jal El Dib

- Adjusting prices as necessary
- Monitoring product pricing strategies
- Providing support to clients regarding their queries and policy concerns
- Adhering to established communication protocols, guidelines, and policies
- Resolving logistical challenges
- Achieving personal and team sales goals, as well as call handling quotas in customer service

05-2021  
07-2022

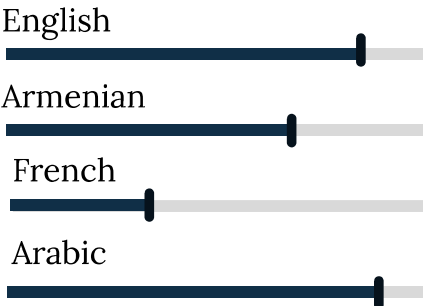
Front Office-Team Leader  
Promenade Hotel | Jal El Dib

- Guest Check-In/Out: Manage smooth check-ins and check-outs.
- Supervision: Oversee front desk staff, including training and scheduling.
- Guest Services: Handle inquiries, requests, complaints and resolving emergencies and issues.
- Cash Handling: Responsible for financial transactions.
- Safety/Security: Ensure guest and property safety.
- Training: Develop front desk staff and ensuring that they are always motivated and guided.

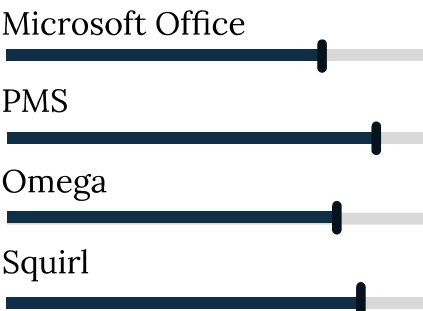
## SKILLS



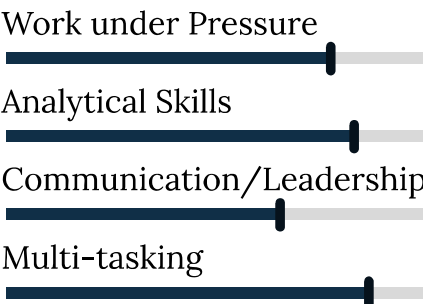
### LANGUAGES SKILLS



### COMPUTER SKILLS



### INTERPERSONAL SKILLS



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## CONTINUED EXPERIENCE



02-2019  
11-2019

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Travel Consultant

Holiday International Travel | Jounieh

- Provide travel promotions and general travel counsel in alignment with customers' travel guidelines.
- Strategically planned and executed travel arrangements for a wide range of clients, including individuals, groups, and corporations.
- Managed and resolved travel-related complications, customer grievances, and refund requests.
- Facilitated flight reservations, organized ground transportation, and secured hotel bookings.
- Dispensed relevant information, brochures, and publications.

09-2016  
01-2019

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Assistant Manager

Karen Millen | Dbayeh

- Customer Service: Ensure top-notch customer service and address inquiries and issues.
- Staff Supervision: Oversee and train retail staff, managing schedules and performance.
- Sales and Inventory: Meet sales targets, manage inventory, and optimize stock levels.
- Visual Merchandising: Create attractive product displays and maintain a visually appealing store.
- Cash Handling: Manage cash registers, transactions, and financial accuracy.
- Team Leadership: Provide leadership, foster teamwork, and train staff.

## EDUCATION



2015  
2019

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Bachelor in business

Lebanese international university

- Graduated in 2019 with a major in Hospitality and Tourism Management

2012  
2014

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Baccalaureate in hotel management

ITK (institut Al-Kafaat)

- Graduated in 2014 with a certificate of technical baccalaureate in Hotel Management

## FEATURES



Lebanon, Antelias

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16-02-1994