

Cola, Beirut, Lebanon
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Aya Jannoun

EXPERIENCE

YAS Travel, Beirut – *Travel Consultant*

DECEMBER 2022 – PRESENT

- Collaborated with clients to develop customized travel itineraries that met their unique needs and preferences.
- Negotiated with vendors to secure exclusive deals and discounts, resulting cost savings for clients.
- Handled complex travel changes and emergencies, ensuring seamless travel experiences for clients.

Optimal Solutions, Beirut – *Call Center Agent*

JULY 2022 – FEBRUARY 2023

- Handling inbound/outbound calls and customer inquiries.
- Resolving customer complaints and providing effective solutions.
- Maintaining accurate records of customer interactions and transactions.
- Meeting performance metrics such as call handling time and customer satisfaction.

Cafe Younes, Beirut – *Waitress*

SEPTEMBER 2021 – AUGUST 2022

- Taking and delivering orders accurately and efficiently.
- Providing excellent customer service and addressing customer needs.
- Maintaining a clean and organized dining area.
- Assisting with menu suggestions and upselling.
- Collaborating with kitchen staff to ensure timely food preparation and delivery.

Movenpick Hotels & Resorts, Beirut – *Waitress*

JUNE 2021 – AUGUST 2021

- Taking and delivering orders accurately and efficiently.
- Providing exceptional customer service and addressing customer needs.
- Maintaining a clean, organized and presentable dining area.
- Assisting with menu recommendations and promoting menu items.
- Collaborating with kitchen staff to ensure timely food preparation and delivery.

Fattal Group, Beirut – *Salesperson*

JANUARY 2017 – FEBRUARY 2019

- Demonstrating and presenting products to potential customers.
- Building and maintaining relationships with clients.
- Meeting and exceeding sales targets.
- Keeping up-to-date with industry and market trends to identify new sales opportunities.

EDUCATION

Lebanese International University, Beirut – *Bachelor's*

SEPTEMBER 2020 – PRESENT

Undergraduate, Hospitality and Tourism Management

Abdel Hadi Debes Vocationa Center- Makassed, Beirut – *BT*

OCTOBER 2016 – JULY 2019

Accounting Specialization