

LYNN RAJI

Jounieh, Lebanon

+961 76 488 523

lynnraji16@gmail.com

Hospitality Management & Tourism graduate with hands-on experience in F&B services and events, customer relations, and operations. Skilled in enhancing guest satisfaction and managing multiple roles in fast-paced environments, focused on delivering exceptional experiences for customers.

EXPERIENCE

June 2024 – August 2024

Private Sous-Chef

- Assisted in meal preparation and cooking, adapting quickly to changing menus and dietary requirements.
- Maintained a clean and organized kitchen, ensuring high standards of hygiene and efficiency.
- Collaborated closely with the head chef to deliver customized meals and exceptional dining experiences.

December 2022 – January 2023

Head Waitress

ATTIC "The New Shtrumpf" - Sahel Alma

- Transitioned from runner to waitress, demonstrating adaptability and eagerness to take on new responsibilities.
- Delivered exceptional customer service through attentive and personalized guest interactions.
- Worked collaboratively with team members to ensure a seamless dining experience and maintain high standards of service.

June 2022 – October 2022

Head Waitress, Bartender, Hostess & Cashier

Tommy's Pizza - Sahel Alma

- Provided outstanding customer service in various roles, including head waitress, bartender, hostess, and cashier.
- Assisted clients with inquiries and ensured a welcoming and enjoyable dining experience.
- Managed multiple responsibilities efficiently, contributing to smooth restaurant operations and customer satisfaction.

September 2019 - February 2021

Social Media Manager

Alwan Club for Education - Beirut

- Managed social media presence by photographing events and activities, creating engaging content, and sharing across multiple platforms.
- Attended conferences and sessions to stay updated on trends and enhance the club's digital outreach.
- Contributed to growing the club's online community and increasing engagement through strategic content creation.

September 2020 - December 2020

Seller

Handmade Soaps

- Successfully sold handmade soaps, consistently meeting and exceeding sales targets.
- Engaged with customers to highlight product benefits, enhancing overall sales performance.
- Demonstrated strong communication and sales skills in a customer-facing environment.

EDUCATION

September 2021–May 2024

BBA in Hospitality Management | Notre Dame University (NECHE Accredited)

- Graduated with distinction.
- Completed coursework in Food Production and Lab, Accounting, Marketing, Finance, Purchasing, Restaurant and Hotel Operations, Tourism Law, English, and Strategic Management.

ACTIVITIES & CERTIFICATES

- **Model United Nations (MUN) | LAU Jbeil (Nov 2019 - Nov 2020)**
Coached delegates in debate, public speaking, and research. Participated as a delegate, conducting research and representing a country's stance on global issues.
- **Stewardess Program | Maritime Passport Owner | International Maritime Academy, Lebanese Ministry of**

Transport and Public Works.

- Certificates
- I.S.P.S Code Familiarization
- Personal Safety, Social Responsibilities, Basic Fire Fighting, and Personal Survival Techniques
- Elementary First Aid
- Pro-Abled
- ADYAN Certificate in Social Work (Diversity Management)

SKILLS

Computer Skills: Proficient in Microsoft and Google products

Soft Skills: Leadership, Time Management, Team Building, Attention to Detail, Effective Communication, Adaptability, and Ability to Work Under Pressure.

Languages: Fluent in Arabic, English, and French.

REFERENCES

Available upon request