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SUMMARY

A highly motivated and driven guest relation manager with 3 years of industry experience. Confident, tenacious with a proven track record of first class client handling and satisfaction. Dedicated, hardworking restaurant management professional with extensive daily planning and operations experience. Always on task with an ability to identify key client requirements and implement a simple strategy positively to reach customer loyalty.

SKILLS

- Marketing and sales strategies
- Relationship Management
- Sales forecasting
- Sales training
- B2B sales expertise
- Client relationship management

PERSONAL INFORMATIONS

Nationality : Lebanese
Marital Status: Single
Date Of Birth: 24 March 1997
Lebanese Contact Number : +96171837502

Jinane Derjany

WORK EXPERIENCE

April 2024 - September 2024
Sales Manager Yugen Care By Dr. Gehad | Dubai, UAE

- Acted as the primary point of contact for key accounts, building strong relationships and ensuring customer loyalty.
- Prepared detailed reports on sales activity, revenue generation, and market penetration for senior management review.
- Oversaw after-sales support services, ensuring high levels of customer satisfaction and repeat business.
- Utilised CRM software to track sales performance, customer interactions, and forecast future sales trends.

October 2022 - February 2024
Branch Coordinator Silkor laser medical center | Ras Al Khaimah

- Achieved service time and quality targets.
- Collaborated with staff to formulate budgets and improve department revenue.
- Promoted safe working environment by implementing regulatory standards, policies and guidelines.
- Organised files to support efficiency and traceability.
- Prepared timely and accurate financial reporting and analysis.
- Developed team communications and information for meetings.
- Resolved customer queries and problems using effective communication and providing step-by-step solutions.
- Managed complaints with calm, clear communication and problem-solving.
- Optimised team training and staff development.
- Trained and mentored employees to maximise team performance.

November 2021 - September 2022
Assistant Restaurant Manager Intercontinental Hotel Group | Ras Al Khaimah

- Monitored compliance with health and safety regulations, maintaining a clean and safe environment.
- Established positive relationships with guests and employees, creating positive, energetic environment.
- Championed 100% guest satisfaction by providing excellent dining experience.
- Coordinated with the kitchen team to maintain timely food delivery and high-quality presentation.
- Collaborated with the marketing team to create promotional events that boosted customer engagement.
- Conducted regular staff meetings to communicate targets, updates, and gather feedback.
- Analysed sales data to identify trends and opportunities for menu adjustments and promotions.
- Exhibited thorough knowledge of foods, beverages, supervisory duties, service techniques and guest interactions.
- Increased weekly revenue by 60% through strategic financial management.
- Handled inventory management, including ordering supplies and conducting regular stock takes.
- Applied expertise in market and menu trends to exceed restaurant performance standards.

September 2018 - November 2021
French Teacher Ecole Maronite | Lebanon, Lebanon

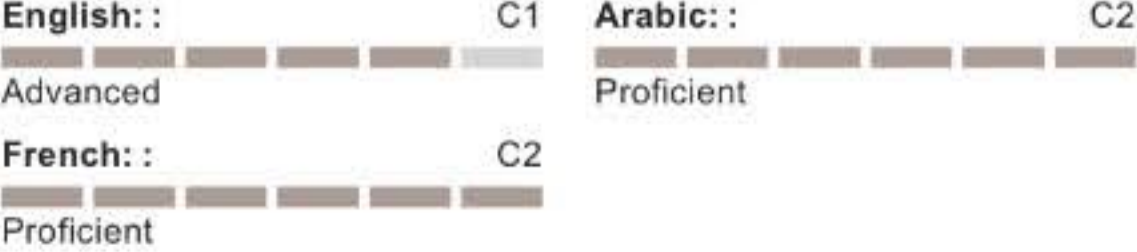
- Managed classroom dynamics, breaking into small groups for focused work.
- Motivated students to complete homework tasks through fun and engaging activities.
- Utilised digital learning platforms to supplement in-class instruction, allowing for flexible and remote language learning opportunities.
- Collaborated with colleagues to integrate French language studies across the curriculum, promoting interdisciplinary learning.
- Used a variety of clever teaching techniques to help students excel in learning fluent French.
- Promoted comprehension of written French by compiling and assigning reading materials.

EDUCATION

January 2019 - March 2019
Diplôme d'études en langue française Delf B2 | Language Institut Française, Lebanon

September 2014 - July 2015
High School Diploma | Language and literature Rachiin High School, Lebanon

LANGUAGES



CERTIFICATIONS

- IHG Certificate Of Achievement Pre-Opening Team. February 2022.
- Task Force Certificate Of Appreciation IHG Dubai Festival City Hotels. December 2021.