

Jessica Boueri

IATA LICENSED – RESERVATIONS – OPERATIONS MANAGEMENT

jessboueiry@hotmail.com

jessboueiri@gmail.com

+961-76-685287

St. Elie Rd., Antelias, Lebanon

LinkedIn: [Jessica Boueiry](#)

PROFESSIONAL EXPERIENCE

September 2024 – April 2025 (*remote*)

Sales Reservations Associate *Silkhaus Rentals L.L.C Dubai, UAE*

- Addressed incoming inquiries and client needs promptly, in line with agreed SLAs
- Supported lead generation initiatives by engaging potential guests and contributing to overall revenue growth
- Assisted clients throughout the reservation process, handling adjustments such as date changes, apartment selections, and ancillary service preferences to ensure a seamless and satisfying booking experience

September 2023 – February 2024 (*short-term assignment*)

Substitute English Teacher *Rosary Sisters' School, Burj Hamoud, Lebanon*

- Taught English as a third language to lower elementary students

December 2022 – March 2023 (*full time*)

Hotel Reservation Agent *Kurban Group, Dekweneh, Lebanon*

- Supported senior travel consultants to manage and finalize corporate bookings

August 2022 – December 2022 (*part-time*)

Customer Service Representative *TeleSupport International, Bsalim, Lebanon*

- Managed outbound and inbound calls for UNICEF

January 2021 – August 2022 (*part-time*)

Assistant Coordinator *US-MEPI, Lebanese American University, Beirut, Lebanon*

Coordinated with the Program Academic Director and TL team on:

- Logistical tasks
- Programmatic reporting and following up on students' academic progress

April 2019 – Dec. 2019 (*full time*)

Corporate Assistant - SOLID Safadi Group Ltd. - Ashrafieh Beirut, Lebanon

- Provided admin support and coordinated with the Ministry of Economic Empowerment for Women and Youth (EEWAY) team to manage the former minister and vice president's agenda for appointments and public events.

May 2015 - Jan 2017 (*full time*)

Sales And Technical Support Officer - Euromed Brokers - Dbayeh, Lebanon

- Replied to clients' incoming calls and e-mails
- Issued insurance policies and generated monthly sales reports
- Liaised with traveling agencies in regards to pricing and coverage
- Assisted in the collection of accounts payables and receivables
- Handled office petit cash

Jun 2013 – Feb 2014 (*full time*)

Executive Assistant – CEG Int'l - Dora, Lebanon

- Managed incoming and outgoing correspondences with the supplier, Mitsubishi Japan and prepared order confirmations

INTERNSHIP

HR Intern | Ramy Holding, May 2019 – Sep 2019 (250 hrs)

Recruiter | Labora NGO, May 2018 – Oct 2018

Collection Officer | Credit Bank SAL, Aug 2010 – Sep 2010

EDUCATION

Diploma - Foundation in Travel and Tourism with Amadeus | American Universal College, 2024

MA – Sociology & Human Resources | Lebanese University, 2019

BA – Business Management | La Sagesse University, 2012

TRAININGS AND CERTIFICATIONS

- | | |
|-----------------------------------|--------------------------------|
| • IATA Certification – AUC | • Conflict Resolution - LAUCE |
| • TOEIC Blue - AMIDEAST | • Leadership - LAUCE |
| • Grants management - LAUCE | • Public Speaking - LAUCE |
| • Monitoring & Evaluation - LAUCE | • Gender Sensitization - LAUCE |

SKILLS

Google spreadsheets, Microsoft Suite (Word, Excel, PowerPoint, Outlook), HubSpot, Oracle applications, PIMS, English, Arabic