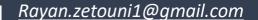


# Rayan Zeitouni







# **SKILLS**

- Communication skills
- Problem solving
- Time management
- Attention to details
- Leadership skills
- Adaptability

# LANGUAGE

- ENGLISH
- ARABIC

## **SUMMARY**

Experienced professional excelling as an Operations Supervisor at The Spot Mall Choueifat, currently expanding expertise as a Property & Quality Supervisor at Badaro Gardens. Skilled in customer service, team leadership, conflict resolution, and workflow optimization. Committed to excellence and continuous growth.

#### **EXPEREINCE**

#### **Property & Quality Supervisor**

Switch Group (May 2025 –Present)

- Followed up on client requests, concerns, and complaints to ensure effective and timely resolution.
- Conducted regular spot checks, site visits, and service evaluations to maintain quality standards.
- Monitored team and subcontractor conduct on-site to ensure professionalism and high service delivery.
- Tracked, followed up, and resolved property-related issues, keeping clients regularly updated.
- Prepared and presented reports on client satisfaction, service quality, and issue resolution.

#### **Operations Supervisor**

BA United Holding (Aug 2022 - Apr 2025)

- Ensure mall employees, tenants, and staff comply with standers, policies, and regulations, and follow up on related issues.
- Performed inspections and reported maintenance issues.
- Foster tenant involvement and address grievances promptly to enhance customer satisfaction.
- Coordinating with the security supervisor to implement all security and safety issues.

#### **Customer Service Officer**

BA United Holding (Feb 2019 – Aug 2022)

- Effectively resolved customer inquiries and issues, enhancing satisfaction.
- Ensured smooth daily operations by coordinating with all departments.
- Fostered a collaborative team environment for better service delivery.

#### Sales Associate

Teska (Apr 201 – Jan 2022)

- Expert in advising customers on product selection.
- Skilled in upselling and achieving sales targets.
- Proficient in inventory management and stock checks

### **EDUCATION**

### **Lebanese International University**

May 2022

Bachelor of Arts in Journalism with honor

#### National Education High School

June 2018

High school diploma certificate

Concentration: Lebanese Baccalaureate