



Rayan Zeitouni

 71-240659

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 Lebanon-Beirut

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.

EXPERIENCE

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

