

# Hanan El Fliti

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Lebanon, Airport road, Beirut

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## Professional Summary

Multifaceted professional with experience in **reservations supervision, guest relations, quality control, and digital transformation** within the hospitality and property management industry. Skilled in **software management, process automation, SOP development and execution, and team leadership**.

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## Professional Experience

### Local Host

#### Tech & Quality Control

*(September 2024 – Present)*

- Managing software accounts across different departments, ensuring seamless onboarding and smooth daily operations.
- Researching, evaluating, and implementing new software solutions tailored to departmental needs.
- Acting as the main point of contact with software providers and support teams.
- Writing and standardizing **Standard Operating Procedures (SOPs)** for all departments.
- Developing strategic plans for the Quality Control & Tech department.
- Leading the company's **Digital Transformation Project**, focusing on applying **AI solutions** to streamline processes, reduce manual work, and ensure sustainable operations.

#### Guest Reservations Supervisor

*(September 2023 – September 2024)*

- Supervised a reservations team managing over 450 listings in three countries.

- Created schedules, coordinated shifts, and monitored system operations to prevent double bookings.
- Drafted step-by-step procedures for the reservations department.
- Resolved escalated issues while ensuring top-tier guest satisfaction.
- Liaised with OTAs (Airbnb, Booking.com, VRBO, etc.) to resolve technical and reservation-related concerns.
- Tracked KPIs and departmental goals to ensure efficiency.

## **Guest Relations Team Leader**

*(May 2022 – September 2023)*

- Oversaw apartment listings across multiple OTAs, handled payments, damages, and major guest complaints.
- Supported pricing implementation and system transitions (notably to Hostaway).
- Conducted staff training and onboarding, while fostering a collaborative work environment.
- Handled landlord relations and assisted in property classification.

## **Guest Relations Agent**

*(September 2021 – May 2022)*

- Managed the full booking lifecycle (pre-booking consultation, during-stay assistance, and post-stay guest retention).
  - Acted as a link between guests and housekeeping/maintenance teams.
  - Handled complaints and improved guest satisfaction scores.
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## **Lancaster Hotel Raouche – Receptionist**

*(September 2020 – September 2021)*

- Delivered front-desk and concierge services.
  - Coordinated with housekeeping and maintenance to ensure guest satisfaction.
  - Handled reservations, cash operations, and complaint resolution.
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## **Riviera Hotel & Beach Lounge – Receptionist / Waitress**

*(May 2018 – February 2020)*

- Provided guest reception, F&B service, and POS operations.

- Assisted with room service and minibar operations.
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## Projects & Achievements

- **Digital Transformation Project** – Spearheaded the adoption of AI-driven solutions across operations, reducing manual workload and enhancing sustainability.
  - **Enso Connect Platform – Enso Connect Ambassador** – Led the implementation, training, and promotion of Enso Connect, ensuring smooth integration into company workflows.
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## Education

- **MBA in Business Administration** – Lebanese International University (2019–2024)
  - **Hospitality & Tourism Management** – Lebanese International University (2016–2018)
  - **Technicien Supérieur – Hospitality Management** – Vocational Institute for Hotel Management, Bir Hassan (2015–2016)
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## Honors & Certifications

- Amadeus System Certificate (2018)
  - Dean's Honor List (4 consecutive semesters: 2016–2018)
  - Golden Merit Certificate – HORECA Exhibition (2018)
  - Certificate in Food Safety & Sanitation
  - Hult Prize – Event Organization (2018)
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## Skills

- **Technical:** Hostaway, Enso Connect, Breezeway, Odoo, SabeeApp, Opera, Amadeus, MS Office, Social Media tools.
- **Core:** Quality Control, SOP Writing, Digital Transformation, AI in Operations, Team Leadership, Customer Service, Training & Onboarding.
- **Languages:** Arabic (native), English (fluent), French (good command).
- **Soft:** communication, interpersonal, self management, problem solving.