

CYNTHIA REZIAN

Assistant Corporate Travel Coordinator



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D.O.B.: 03/03/1999

ABOUT ME

My capacity to interact with customers and offer effective support was much enhanced by my work in the operations department of a B2B company.

I gained insight into how to prioritize work, manage customer expectations, and provide individualized solutions while keeping strong and professional relationships that fostered satisfaction and trust.

WORK EXPERIENCE

2025 - PRESENT

GFS - Global Foods Solutions | AJA Holding

Antelias, Lebanon

● Assistant Corporate Travel Coordinator

- Arrange domestic and international travel planning for the company's staff and CEOs (flights, trains, car rentals, etc.).
- Assist staff with visa applications, ensuring all required travel documents are prepared and valid.
- Be available to support travelers during emergencies or last-minute amendments.

2023 - 2025

Ebooking Center

Antelias, Lebanon

● B2B Operations Executive | Travel Consultant & CS

- Coordinate and manage travel including accommodations and transportation for clients.
- Provide pre-trip and post-trip assistance to clients, addressing any inquiries or resolving issues while handling last-minute changes, cancellations, and emergencies efficiently.
- Work closely with other departments (reconfirmation, IT, accounting) to deliver ideal travel experiences.

2020 - 2023

Instagram

Remote

● Account Management - Business Pages

- Interacted with customers via direct messages for their inquiries and ensuring their satisfaction with their purchase.
- Worked with delivery services to coordinate shipping logistics, guaranteeing precise order tracking and fulfillment.
- Create and implement targeted marketing strategies, track sales performance, and collaborate with content creators to drive engagement and maximize sales..

2022

AIL | Ahead Inspection Lebanon

Zalka, Lebanon

● Telesales & Telemarketing

- Assist the sales and marketing teams in developing guidelines and processes on the scope of sales materials.
- Gather a consolidated data to submit daily sales forecast.
- Direct contact with potential clients by phone and email.

WORK EXPERIENCE

2021 – 2022

Serge Karaguezian
Couture – Fashion
Atelier

Baouchrieh, Lebanon

Office Assistant

- Handle appointment scheduling, improved time management by completing daily objectives on time, supervision on staff punctuality.
- Implement quality control measures, such as comprehensive product inspections.
- Assist with inventory management, ensuring materials and supplies are stocked, while supporting the design and production teams with daily tasks like sample preparation, fittings, and organization of fabrics.

EDUCATION

NDU – NOTRE DAME
UNIVERSITY – LOUAIZE

2023

BBA IN MANAGEMENT –
AACSB ACCREDITED
PROGRAM

CERTIFICATIONS

GOOGLE DIGITAL GARAGE

2023 – 2024

- THE FUNDAMENTALS OF
DIGITAL MARKETING
- GOOGLE ADS SEARCH

LANGUAGES

ENGLISH	● ● ● ● ●
ARABIC	● ● ● ● ●
ARMENIAN	● ● ● ● ●
FRENCH	●
SPANISH	●