

# Cléa Al Ojail

Beirut, Lebanon

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LinkedIn

Customer-focused Relationship & Account Management with experience in Guest Relations, Business Development, and Client Retention across hospitality, consulting, and corporate housing industries. Skilled in building long-term partnerships, driving growth, and delivering tailored solutions.

Fluent in Arabic, English, and French, with cross-cultural expertise and a proven track record of enhancing customer satisfaction and revenue growth.

- Customer Relationship Management (CRM)
- Account Management & Business Development
- Guest Relations & Customer Satisfaction
- Negotiation & Strategic Planning
- Project Coordination & Problem-Solving
- Cross-Cultural Communication
- Conflict Resolution & Team Collaboration
- Multilingual Communication (EN, AR, FR, SP)

Tools: Salesforce, HubSpot CRM, MS Office Suite, Google Workspace.

## PROFESSIONAL EXPERIENCE

### CAFU | Relationship Executive

Dubai, United Arab Emirates (Remote)

2024-Present

- Develop and maintain strong relationships with key B2B clients, ensuring high levels of satisfaction and retention.
- Conduct regular account reviews and strategic planning sessions to align client needs with company offerings.

### Corporate Stays | Reservations Specialist

Montreal, Canada (Remote)

2023-2024

- Developed revenue streams by identifying sales opportunities and fostering repeat business relationships.
- Managed the entire booking process for short-term and long-term corporate housing stays, ensuring a seamless guest experience.

### Jahani & Associates | Business Development Representative | Account Associate

New York, United States (Remote)

2021-2023

- Led high-level discovery meetings with C-suite executives (CEOs, CFOs, and partners) from global firms to assess their strategic goals and match them with Jahani & Associates' services in market expansion, capital raising, or legal advisory.
- Presented tailored investment and advisory solutions, showcasing the firm's global portfolio, past client successes, and cross-border expertise to build trust and convert prospects into active mandates.

### Le Royal Hotel | Guest Relations Representative (Front Office)

Beirut Governorate, Lebanon (On-Site)

2018-2020

- Enhanced guest satisfaction by providing warm greetings, offering insightful hotel information, and resolving guest inquiries effectively.
- Promoted a positive guest experience by proactively addressing concerns and escalating unresolved issues to management for prompt resolution.

## EDUCATION & CERTIFICATION

### Bachelor in Communication Arts, Radio TV (2022)

Notre Dame University – Louaize (NDU), Lebanon

### Minor in Hospitality Services (2022)

Notre Dame University – Louaize (NDU), Lebanon

## LANGUAGES

Arabic (native), French and English (fluent), and Spanish (limited proficiency)