

WALID SHAHINE

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25/02/1998, Single, Male, Lebanese, Lebanon

PROFESSIONAL SUMMARY

I am highly organized, efficient and proactive Customer Service Representative. Utilizing my initiative and report writing skills, I deliver high-quality work consistently while meeting deadlines and maintaining confidentiality with strict adherence to internal rules and processes and to employment law. Now, I am seeking a new opportunity where I can apply my technical expertise and interpersonal skills within your firm with solid growth prospects

RELEVANT WORK EXPERIENCE

35 rooms hotel

Lebanon, 2023

Receptionist

- Greeted and welcomed visitors in a professional and friendly manner.
- Answered and directed incoming phone calls promptly.
- Managed appointment scheduling and maintained calendars.
- Maintained a clean and organized reception area.
- Handled emails, mail, and courier deliveries.
- Provided administrative support, including data entry and filing.
- Responded to inquiries and assisted with customer needs.
- Coordinated with other departments to ensure smooth workflow.

I-secure

Lebanon, 2020

Security guard

- Monitored and authorized entrance and departure of employees, visitors, and vehicles.
- Patrolled assigned areas to ensure safety and security of premises.
- Responded to alarms and investigated disturbances.
- Wrote daily reports and incident logs.
- Operated security systems such as surveillance cameras and alarm systems.
- Enforced rules and regulations to maintain order.
- Assisted in emergencies such as evacuations or first aid response.

- Checked identification and ensured access control procedures were followed.
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The Gym

Lebanon, 2015

Supervisor

- Overseeing daily operations and activities within the gym, ensuring adherence to safety standards, cleanliness protocols, and customer service excellence.
- Supervising gym staff, including trainers, front desk attendants, and cleaning personnel, providing guidance, training, and performance feedback as needed.
- Monitoring facility maintenance and equipment functionality, scheduling repairs or maintenance as necessary to ensure a safe and functional environment for members.
- Managing member inquiries, concerns, and feedback, resolving issues promptly and professionally to maintain high levels of member satisfaction and retention.
- Implementing and enforcing gym policies and procedures, including membership agreements, class schedules, and code of conduct, to promote a positive and inclusive atmosphere.
- Collaborating with management to develop and implement strategies for member acquisition, retention, and revenue growth, contributing to the overall success of the gym.

EDUCATION

Al Maaref University- Bachelors degree in translation and interpretation

Lebanon, 2025

**Beer Hasan Institute– Technical Baccalaureate (BT3) in
Accounting and Computer Services**

Lebanon, 2018

CERTIFICATE

- Union center for research and development (Ufeed), Lebanon-2025
- Media Translation: Trans-Editing from Arabic to English

TECHNICAL SKILLS

- Ms Office (Word, Excel, Powerpoint)
- Trados and Cat tools

LANGUAGES

- Native in Arabic
- Fluent in English
- Fluent in French

AREA OF EXPERTISE

- Communication Skills
- Attention to Detail Skills
- Problem-Solving Skills
- Time Management Skills
- Adaptability Skills
- Multi-tasking Skills
- Organizational Skills
- Interpersonal Skills