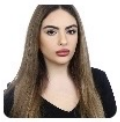

Saly Maalouf

VIP Services Specialist

Profile

Dynamic professional with 12+ years of expertise in VIP services and marketing, delivering exceptional customer experiences and driving brand growth. Proficient in tourism, interior design, and sales, with strong adaptability and stress management. Skilled leader and creative thinker, passionate about innovative solutions in the travel and tourism sector.

Employment History

VIP Services Agent at Middle East Airlines, Beirut Rafic Hariri International Airport

May 2015 — Present

- Delivered high-end,personalized service to VIP passengers, achieving a 99% client satisfaction rate.

  •Managed all aspects of the VIP passenger experience, including check-in, boarding, special requests, and handling emergencies with discretion and professionalism.

  •Streamlined operational processes by coordinating with multiple departments, reducing VIP processing time by 15%.

  •Anticipated and resolved passenger concerns effectively, maintaining a high standard of service and creating memorable travel experiences.

  •Consistently recognized for handling high-pressure situations with efficiency and maintaining seamless client experiences.

Sales Representative at Societe de developpement des telecommunications au Liban, Beirut

March 2013 — February 2015

- •Increased product sales by 15% year-over-year by building strong client relationships and providing tailored solutions.

  •Collaborated with technical teams to resolve customer issues, achieving a 90% first-time resolution rate and enhancing client satisfaction.

  •Participated in industry exhibitions and events to promote SODETEL's services, boosting brand visibility and securing new client leads.

  •Exceeded monthly sales targets by 10-20%, contributing to overall business growth.

Details

Beirut
Lebanon
71714948
maaloufsaly@gmail.com

Skills

- Flexibility and Adaptability
- Hard Working
- Adobe Photoshop
- Microsoft Office Word
- Conflict Resolution
- Problem Solving
- Creativity
- Decision Making
- Microsoft Excel
- Effective Time Management
- Leadership
- Fast Learner
- Computer Skills
- Ability to Work in a Team
- Adaptability
- Communication Skills
- Communication
- Ability to Work Under Pressure
- Customer Service
- Highly Organized
- Microsoft Office
- Customer Relations

Education

Bachelor degree in Business Administration , AUL University , Beirut
January 2017 — January 2019

Interior Design , AUL University , Beirut
January 2012 — January 2017

3 BT Interior Design , College des Saints Coeurs, Beirut
January 2008 — July 2012

Brevet National , College Notre Dame des Soeurs Antonines, Beirut
January 2003 — January 2008

Ecole Notre Dame des Apotres, Bekaa
January 1997 — January 2003

Courses

Basic schengen & UK Document training, Bundespolizei
June 2016

Basic Travel Document Awareness Course, Bundespolizei
June 2015

Languages

English

French

Arabic