



Omar Zaki Fathi

Executive Summary

With 6 years of experience in the customer service field, I'm an enthusiastic personnel with a solid background in marketing and management. I am known for my leadership talents, work ethics, and principles, in addition to a demonstrated track record of defining objectives with maximum strategic impact. I've effectively created long-term relationships with key clients and internal colleagues that have resulted in excellent results.



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Beirut, Lebanon



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Career History

Senior sales Executive – Imperial Jet Europe

Jan 2024 - Present

- Maintaining good relationships with businesses and setting sales goals.
- Identifying target markets and prospective clients, analyzing sales data.

Ground Host - Beirut Rafic Hariri Intl AirPort

Lebanese Air Transport | May 2023 - Sep 2023

(Seasonal)

- Providing information, assisting passengers who are disabled or are traveling with small children, checking in luggage
- Taking reservations, and selling tickets

Senior Customer Relationship Specialist - Beirut, Lebanon

Clover Travel & Tourism | January 2021 - Feb 2023

- Providing high-quality services for customers by responding to their inquiries and concerns and resolving complaints
- Helping customers understand the product and answering questions about their reservations

Ticketing & Reservation Agent -Beirut, Lebanon

Middle East Airline | March 2018 -Aug 2020

- Assisting in customer planning
- Promoting MEA's services
- Closing sale deals

Patient Service Coordinator -Beirut, Lebanon

Clemenceau Medical Center | Dec 2013 -June 2016

Languages

- **Arabic** ✓ Native
- **English** ✓ Fluent
- **French** ✓ Very Good
- **Turkish** ⌚ Good

Personal Details

Marital Status: Single
DOB: 21.03.1993
Place of Birth: Beirut
Nationality: Lebanese

Skills & Competencies

- Empathy
- Negotiation
- Teamwork
- Communication
- Time Management
- Inspiring Others
- Self-Management
- Problem Solving

Education History

Arts, Science & Technology University (AUL)

BA in Banking & Finance | 2011 - 2014



Frères St Joseph

Lebanese Baccalaureate in Economic & Sociology | 2011

Certificates

Middle East Airlines

Customer Service | 15th & 16th of April 2019



Institute of Risk Management

Introduction to Aviation Risk Management |
28th of March 2019



Lebanese Air Transport (LAT)

Ground Handling of Dangerous Goods |
12th of May 2017



Airport Services - Passenger Handling | 22nd - 24th of
March 2017

Safety Management System | 21st of March 2017

Internships

Crewing Assistant/Documentation - Beirut, Lebanon

Maritime management services MMS | Dec 2023 – Jan
2024

Marketing & Customer Service Agent - Beirut, Lebanon

BML Bank | May 2019

Travel Consultant - Beirut, Lebanon

Ghorayeb Travel | June 2017 - Jan 2018

Ground Handler - Beirut, Lebanon

Lebanese Aviation Transport | March 2017 - May 2017

Accounting Operations - Beirut, Lebanon

Capital Financial Company | Dec 2012 - May 2013