

Kholoud Totonji

Beirut, Lebanon | +961 76 941 096 | kholoudtotonji2019@gmail.com

Professional Summary

Customer service and operations professional with experience in hospitality, fitness, and client support. Skilled in managing customer interactions, team coordination, and business systems. Fluent in Arabic and English.

Experience

Wave Bikes – Customer Service & Help Desk (2024–2026)

Handled customer support, bookings, and reporting using Microsoft Office.

Atlantis Gym – Gym Manager (2021–2024)

Managed operations, staff, and memberships; improved customer satisfaction.

Atlantis Gym – Receptionist (2020–2021)

Front desk operations, scheduling, and admin support.

My Ladies Agency – Hostess (2019–2024)

Event support and guest services.

You Resto Café – Cashier (2018–2019)

Handled transactions and customer service.

Travel Art – Translator (2017–2018)

Arabic ↔ English translation.

B-Fit Gym – Zumba & Dance Instructor (2025–2026)

Led fitness classes and engaged participants.

Education

Bachelor's Degree in English Language & Literature – Lebanese University

Skills

Customer Service, Team Management, Microsoft Office, Administrative Support, Problem Solving, Booking Systems

Languages

Arabic (Native), English (Fluent), Spanish (Basic)