

Tamara Ghaddar

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PROFILE

Operations and hospitality professional with over 5 years of experience in team supervision, guest relations, and administrative coordination within fast-paced airport environments. Skilled in workflow management, stakeholder communication, reporting, and operational support, with a strong ability to maintain high service standards under pressure. Experienced in coordinating cross-functional teams, handling client escalations, supporting onboarding processes, and ensuring smooth daily operations.

PROFESSIONAL EXPERIENCE

Ahlein Premium & Comfy Lounges – Beirut Rafic Hariri International Airport

Lounge Supervisor | June 2023 – Feb 2026

- Supervised daily operations across two airport lounges, ensuring smooth coordination of services and high-quality guest experience.
- Led and coordinated a team of 19+ staff members, including task allocation, scheduling, and performance follow-up.
- Coordinated with airlines, airport security, cleaning teams, kitchen staff, and external service providers to maintain operational efficiency.
- Prepared operational reports, monitored incidents, and ensured compliance with service and safety procedures.
- Managed guest concerns and service escalations, ensuring timely and professional issue resolution.
- Conducted onboarding and training for new employees to ensure alignment with operational standards and procedures.
- Supported the preparation and onboarding of teams for new lounge openings in Baghdad and Cairo.

Ahlein Premium Lounge – Beirut Rafic Hariri International Airport

Front Office & Guest Relations Coordinator | June 2021 – June 2023

- Managed front office operations and coordinated guest services for high daily volumes of travelers and VIP clients.
- Maintained effective communication with internal departments and external stakeholders to support smooth operational flow.
- Monitored guest requests, handled escalations, and ensured timely follow-up and resolution.
- Maintained accurate operational records and supported reporting processes using Microsoft Dynamics NAV.
- Assisted in coordinating daily lounge activities while ensuring professional service delivery and organization.

MTC Touch – Lebanon

Customer Experience Specialist | Dec 2019 – Dec 2021

- Managed high-volume customer interactions while maintaining strong client satisfaction and resolution rates.
- Assisted in onboarding and supporting newly hired employees through guidance and training.
- Supported process improvement initiatives and communication practices to enhance customer experience and operational efficiency.
- Handled customer concerns professionally while maintaining clear and effective communication.

EDUCATION

Bachelor of Science in Forensic Science – Graduated with Distinction

American University of Science and Technology (AUST) | 2017 – 2021

CERTIFICATES & TRAINING

- Project Management Certificate – C.I.S. College, 2025
- Internship – Forensic Affairs Department, Internal Security Forces of Lebanon, 2021

VOLUNTEER EXPERIENCE

- Lebanese Red Cross – Emergency Medical Response Corps (EMRC)
- Student Orientation Leader – AUST
- Volunteer – Beirut International Marathon

SKILLS

- Team Leadership & Staff Supervision
- Hospitality Operations & Guest Relations
- Operations Coordination & Workflow Management
- Stakeholder Communication & Coordination
- Reporting & Documentation
- Microsoft Excel & Microsoft Dynamics NAV/365
- Problem-Solving & Adaptability
- Administrative & Operational Support

LANGUAGES

- Arabic: Fluent
- English: Fluent
- French: Basic