

Jana Moubarak

Customer Service | Hospitality

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Summary

As an enthusiastic Public Relations graduate, I bring a robust skill set in media relations, strategic communication, and content creation. My proven expertise lies in crafting compelling messages, adeptly managing social media platforms, and effectively supporting PR campaigns. I am skilled in organizing events and upholding a positive brand reputation. I am eager to join a dynamic communications team where I can contribute significantly and continue to grow within the PR industry.

Experience

Human Resources Officer (Januray 2026- Present)

- Coordinated end-to-end recruitment and onboarding processes
- Maintained accurate employee records, attendance, and leave management
- Supported payroll processing, benefits, and HR reporting
- Resolved employee issues and ensured policy compliance
- Assisted with performance evaluations and staff development

Crew Hospitality Specialist - EWC- Esports World Cup Foundation (May 2025- December 2025)

Crew Accommodation & Logistics:

- Coordinate and manage hotel accommodations for crew members, ensuring proximity, comfort, and timely check-ins/check-outs.
- Oversee rooming lists, special requests, and last-minute changes with hotels and housing partners.
- Ensure all accommodation complies with safety, security, and brand standards.

Transportation Coordination:

- Organize airport transfers, daily shuttle services, and ground transportation for crew and VIP personnel.
- Maintain real-time transportation schedules and ensure punctuality across all movements.
- Resolve last-minute changes, delays, or emergencies swiftly and professionally.

Hospitality Services On-Site

- Set up and manage crew lounges, dining areas, and rest zones at event venues.
- Coordinate meal plans, catering services, and dietary accommodations.
- Ensure the availability of refreshments, rest supplies, and general comfort items.

Crew Communication & Support

- Serve as the primary point of contact for all crew hospitality-related inquiries.
- Deliver clear communication regarding schedules, amenities, and services.
- Address and resolve any crew concerns or issues related to housing, meals, or welfare

Cabin Crew - MEA - Middle East Airlines (Oct 2022- Apr 2025)

- Ensure passenger safety and comfort by performing safety demos, attending to needs, and responding to emergencies.
- Provide excellent customer service by resolving issues in a professional manner.
- Conduct pre-flight safety checks to ensure equipment and cabin readiness.
- Collaborate with crew members to complete tasks efficiently and ensure a smooth flight.

Global Clearing and Forwarding Company (April 2022-Oct 2022)

- Facilitate the shipping of products from one destination to another.
- Supervise orders and arrange stocking of raw materials and equipment to ensure they meet needs.
- Plan and track the shipment of final products according to customer requirements.
- Follow up with agents on all the shipments in hand.
- Keep logs and records of warehouse stock, executed orders

Privileb Corporate - TeleSales representative (Jan 2019-Dec 2019)

- Proactively contact potential customers by phone to generate sales leads.
- Build strong customer relationships by listening to their needs and providing solutions.
- Meet and exceed sales targets by communicating product value effectively.
- Maintain accurate records of all sales activities

Education & Certifications

Bachelor degree in Public Relations – 2019-2022

Lebanese International University

Skills & Expertise

- | | |
|---------------------------------|------------------------|
| • Campaign Development | • Communication Skills |
| • Team Management | • Attention to Detail |
| • Hospitality Management | • Creativity |
| • Conflict Resolution | • Interpersonal Skills |
| • Customer Satisfaction | • Organization |
| • Transportation's coordination | • Microsoft Office |
| • Client Relations | • Email skills |

Languages

Arabic: Native | **English:** Fluent