



Booking Agent | Customer Service Specialist

Beirut, Lebanon

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HADEEL SALMAN

Professional Summary

Booking Agent with over one year of experience in hospitality and customer service, specializing in reservations management, client communication, and problem-solving. Highly organized, detail-oriented, and able to perform effectively in fast-paced environments while maintaining excellent customer satisfaction.

Experience

Booking Agent

RCI Communications – Beirut, Lebanon

September 2024 – Present

- Communicate effectively with clients and internal teams to coordinate bookings and reservations
- Handle customer inquiries, complaints, and scheduling issues with professionalism and efficiency
- Manage reservations accurately while ensuring attention to detail and timely processing
- Resolve last-minute changes and conflicts to maintain smooth operations and client satisfaction
- Maintain strong client relationships through clear communication and reliable service

Education

Bachelor's Degree – Hospitality & Tourism Management

Lebanese International University (LIU) – Salam Salam

October 2022 – Present

Baccalaureate

Rafic Hariri Official Secondary School – Aaramoun

September 2020 – June 2021

Skills

- Customer Service & Client Relations
- Booking & Reservation Management
- Call Handling & Communication
- Problem Solving
- Ability to Work Under Pressure
- Team Collaboration
- Computer Skills (Microsoft Office, booking systems)
- Fast Learner

Languages

- Arabic: Native
- English: Fluent

References available upon request
