

YOUNMNA ITANI

BITM



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Lebanon, Beirut



Canadian Lebanese

EDUCATION

Bachelor of Business
Administration (BBA) in
Business IT Management

Rafik Hariri University

SKILLS

- Customer Service
- Communication
- Teamwork
- Problem Solving
- Guest Assistance
- Reservation Management
- Cash Handling
- Event Coordination
- Time Management
- Professional Appearance
- Microsoft Office
- Data Entry
- IT Troubleshooting

LANGUAGE

English

Arabic

About Me

Motivated and professional candidate with strong experience in customer service, reservations handling, cashier responsibilities, and team coordination. Fluent in English and Arabic, with excellent communication skills and the ability to interact confidently with people from diverse backgrounds. Highly organized, adaptable, and detail oriented, with a passion for delivering excellent customer service and creating positive guest experiences in fast paced environments.

WORK EXPERIENCE

Administrative Assistant — Port of Beirut

- Supported daily logistics and administrative operations by preparing and organizing documentation.
- Maintained accurate data records and performed data entry to ensure efficient information management.
- Facilitated communication between departments to coordinate tasks and improve workflow.

IT Help Desk Support — Canadian High School

- Provided technical assistance to students and staff for hardware and software issues.
- Diagnosed and resolved basic computer and network problems to ensure smooth system operation.
- Assisted users with troubleshooting and guided them in resolving common technical difficulties.

Club Representative — Trending Club, RHU

- Coordinated campus event planning, logistics, and team collaboration.
- Managed finances, including budgets, expenses, and transactions.
- Promoted student engagement and supported successful event execution.

Customer Service & Reservations Assistant — Art Atelier, Sodeco Beirut

- Welcomed guests, guided art sessions, and maintained a friendly, professional environment.
- Managed reservations, scheduling, and customer inquiries in person and by phone.
- Handled payments and cashier duties while coordinating with team members to organize daily sessions and events.