

FIDAA ZEITOUNY

CUSTOMER SERVICE & OPERATIONS SPECIALIST

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PROFESSIONAL SUMMARY

High-performing Customer Service & Operations Specialist with over 8 years of multi-sector professional experience across hospitality management, corporate administration, front-office execution, and data collection. Holds a Bachelor's Degree in Travel & Tourism Management from the Lebanese University, reinforced by hands-on academic training at premier travel agencies. Demonstrates a disciplined administrative background built through 3 years as an Administrative Secretary with the Lebanese Army, complemented by front-desk and client relationship roles at top-tier hotels and corporate institutions. Expertly skilled in GDS reservation systems (Galileo, Amadeus, Worldspan), Kangaroo software, and MS Office, with fluent trilingual communication in Arabic, English, and French. By joining your team, I will leverage my diverse expertise to optimize front-desk operations, streamline daily administrative workflows, and elevate overall customer satisfaction to drive your organization's goals forward.

WORK EXPERIENCE

Beverly Hotel — Receptionist	Feb 2025 – July 2026
• Greeting guests as they come in and answering questions and requests. • Managing the check-in and check-out process seamlessly. • Maintaining a positive attitude and friendly demeanor at all times. • Managing guest bookings and reservations efficiently. • Maintaining office security by following safety procedures and controlling access at the reception desk (monitoring logbook, issuing visitor badges). • Keeping updated records of office expenses and costs. • Answering, screening, and forwarding incoming phone calls. • Contributing to the security of the office by helping to monitor visitors' accessibility. • Handling lost and found items with proper documentation.	
Fidel Verta — Dispatcher	Nov 2024 – Feb 2025
• Greeting guests as they come in and answering questions and requests. • Sending catalogues to prospective clients. • Maintaining a positive attitude and friendly demeanor. • Filling operational data accurately. • Entering all data that was collected into the Kangaroo system. • Scanning candidate CVs for interview processes. • Following up with each salesman to ensure workflow coordination.	
Ray Hotel — Receptionist	Sep 2023 – Sep 2024
• Greeting guests as they come in and answering questions and requests. • Managing the check-in and check-out process. • Managing guest bookings and reservations. • Maintaining a positive attitude and friendly demeanor. • Maintaining office security by following safety procedures and controlling access at the reception desk (monitoring logbook, issuing visitor badges). • Keeping updated records of office expenses and costs. • Answering, screening, and forwarding incoming phone calls. • Contributing to the security of the office by helping to monitor visitors' accessibility.	
TLS Contact — Customer Service Representative	March 2023 – July 2023
• Receiving customers in the visa center and answering customer's inquiries promptly. • Collecting required application documents in the required order and ensuring data entry accuracy. • Always maintaining a professional appearance and friendly demeanor. • Completing daily operational reports.	

Small Ville Hotel — Receptionist

Nov 2022 – March 2023

- Greeting guests as they come in and answering questions and requests.
- Managing the check-in and check-out process.
- Maintaining a positive attitude and friendly demeanor.
- Managing guest bookings and reservations.
- Contributing to the security of the office by helping to monitor visitor's accessibility.

Royal Tulip — Receptionist

Sep 2022 – Nov 2022

- Greeting guests as they come in.
- Managing the check-in and check-out process.
- Answering questions and requests.
- Maintaining a positive attitude and friendly demeanor.
- Managing guest bookings and reservations.

Hak Holding — Customer Relation Officer

Jan 2022 – Sep 2022

- Monitoring customer feedback, complaints, and recommendations.
- Communicating with senior management and marketing team about any innovative ideas or customers' complaints.
- Preparing daily callback plan, taking notes, and preparing backup plans for emergencies.
- Submitting daily report to the General Manager.

BOT — Data Collection Officer

Jan 2022 – July 2022

- Collecting, recording, and encoding a variety of specific information.
- Reaching out to individuals to be interviewed.
- Submitting completed tasks to the supervisor and discussing developments.

Lebanese Army — Administrative Secretary

Dec 2018 – Dec 2021

- Participating and supporting military operations, such as combat or training operations, and humanitarian relief.
- Maintaining information on personnel, equipment, and funds.
- Providing support in many areas such as finance, accounting, legal affairs, maintenance, supply, and transportation.

UNIVERSITY PRACTICAL TRAINING & INTERNSHIPS

Blue Wings Agency — Ticket Reservation Trainee (University Training)

Jun 2018 – Aug 2018

- Completed 3-month practical university training required for the Travel & Tourism Management Degree.
- Taking bookings and reservations from clients, calculating expenses, and selling tickets to passengers.
- Processing payments and sending confirmation details to customers.

Amal Travel Agency — Ticket Reservation Trainee (University Training)

June 2017 – August 2017

- Completed 3-month practical university training required for the Travel & Tourism Management Degree.
- Taking bookings and reservations from clients, calculating expenses, and selling tickets to passengers.
- Processing payments and sending confirmation details to customers.

EDUCATION & CERTIFICATIONS

Bachelor of Travel & Tourism Management

Lebanese University | Sep 2015 – June 2020

Focus: Air, Land & Sea Freight | Galileo, Amadeus & Worldspan

Lebanese Baccalaureate – Sociology & Economics

Sep 2011 – June 2014

Applied Freight Forwarding Certification

By Hassan El Zein | July 2023

Data Collection Management Training

BOT | January 2022

CORE COMPETENCIES & SKILLS

- **Technical & Systems:** Galileo, Amadeus, Worldspan GDS, Kangaroo System, Microsoft Office (Word, Excel, PowerPoint, Outlook), Data Entry & Database Management
- **Core Strengths:** Customer Service Excellence, Front Desk Operations, Complaint Resolution, Organizing & Time Management, Leadership & Communication, Problem Analysis, Teamwork
- **Languages:** Arabic (Native), English (Fluent), French (Fluent)