

Elena Ayash

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Address: Broummana, Lebanon
ID Number: RL 2520097
Nationality: Lebanese / Panamanian
Date of Birth: July 25, 1989
Languages: English (Fluent), Spanish (Advanced Proficiency),
Arabic (Practical Proficiency)

Education

Glion Institute of Higher Education Bulle, Switzerland July 2014 – May 2015

MBA - Master of Business Administration

MBA in International Hospitality and Services Industries Management

Lebanese American University (LAU) Beirut, Lebanon Sept. 2010 – June 2014

B.S. in Hospitality and Tourism Management

Thompson Rivers University Vancouver, Canada Sept. 2009 – Dec. 2009

B.A. in Tourism Management (Cont. at LAU)

Work & Volunteer Experience

OMD, Lebanon

Social Media Executive / Community Manager

Jan 2017 – Present

- Community Manager handling 4 accounts
- Reporting for monthly reports
- Campaign Reports
- Create biweekly content calendars
- Moderation/Monitoring social pages
- Liaising with clients on deliverables

OMD, Lebanon

Client Servicing and Social Media Intern

Oct. 2016 – Dec 2016

- Create content calendars
- Training on Moderation for FB, IG and TW

Expeditors, Lebanon

Operations Intern

May 2016 – June 2016

- Ocean Import and Ocean Export trainings with lead agents
- Desk side Trainings, Online Trainings

Hotel Casa Panama

Oct. 2015 – Oct. 2015

Reception Supervisor

- Supervision of front office: check ins-check outs, managed weekly schedules
- All filing of records were paper-based and manually recorded
- Provided travel advice for guests, embracing each guests diverse needs

- Managed weekly schedules of staff

Park Hyatt Dubai, United Arab Emirates

July 2013 – Jan. 2014

Food & Beverage Service Operations Trainee

- Traiteur: Fine dining French restaurant [4 months]
- The Terrace: Vodka bar and seafood restaurant [2 months]
- Occasional assistance at banquet service operations [weddings & meetings]
- Support for breakfast operation & banquet events, on demand