

# FERAS BAKI

The Only Limits in Life are the Ones You Make

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📍 Lebanon



## EXPERIENCE

### Sales Manager

#### Infomed International for Events

📅 04/2012 - ongoing 📍 Sin El Fil

- Searching the market for new opportunities & challenges
- Sales Visits to all potentials
- Making deals with societies, hospitals, syndicates, orders & many other sectors
- Targeting sponsors with emails, sms & follow up calls
- Signing agreements, vendor forms, request letters & many other different agreements
- Sending the floor plan to all sponsors to choose their stand's best location
- Coordinating with the scientific team in providing the symposium complete details of the sponsors
- Sending the final agenda along with the final map to all sponsors
- Communicating the mantling / dismantling dates & times to all sponsors

### Guest Relations Manager

#### Phoenicia Hotel

📅 08/2007 - 03/2012 📍 Minet El Hosn

- Welcoming guests from all over the world for a unique experience
- Selling memberships, treatments, products & many other services
- Handling guest complaints & resolving all difficulties opening the way for utmost guest satisfaction
- Upselling techniques while maintaining excellent guest relations with the hotel, thus loyalty

## EDUCATION

### BA in Hospitality Management

#### Lebanese University

📅 08/2004 - 08/2007

GPA

4 / 6.00

### Literature & Humanities

#### BOSS

📅 09/2003 - 09/2004

GPA

4 / 6.00

## ACHIEVEMENTS



### What are you most proud of?

Being yourself in such a hardworking & competitive environment is what makes you different & proud of yourself.



### What are you most proud of?

Extenuating life weaknesses & transforming them into awesome opportunities.

## LANGUAGES

### English

Proficient



### Arabic

Native



## PROJECTS

### CTC

📅 03/2010 - 04/2010 📍 Beirut

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### MTD

📅 03/2011 - 04/2011 📍 Beirut

Management, Training & Development Certificate

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# STRENGTHS

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★ Gym

Gym is essential to my physical & mental health & that's what keeps me positive & enriched with positive vibes.

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★ Music

Singing is the other half of my character that enables me to let go of my feelings as well as to express messages that cannot be communicated by words.

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