Yousef Abboud

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# PERSONAL DETAILS

# Date of birth: 30 March 1987

# Marital status: Single

# Nationality: Lebanese

Place of birth: Al Kuwait

**EDUCATION**

**Lebanese University, Beirut, 2010-2013, Class of 2013**

**License in Tourist Service and Hospitality Management includes:**

* Airport formalities
* Customer service skills
* Public relation skills
* Baggage handling
* Boarding procedures
* Post-flight documentations

**ICS school, Beirut, 1990-2005, class of 2005**

High School Diploma in Life Science (L.S)

**EXPERIENCE:**

* **MEAG Air Cargo Center, Beirut, June 2015 — Jan 2016**

# Cargo agent duties include:

# Scaling all goods arriving to different destination

# Locating all goods in the warehouse

# Loading all goods in their containers and send them to the aircraft

# Working in E-champ system

* **Magic Planet City Center, Beirut, Nov 2013—Jan 2015**

Customer service duties include:

Ensuring and checking the safety of children in the ride at various stations

Issuing admission tickets and handling payments at the ticket counter

Issuing prizes and handling tickets at the redemption counter

Reference: Issam karout, Supervisor

* **Perla Shop, Beirut, Jan 2008--Apr2015**

Retails and sales duties at the closing store include:

Ensuring the cleanliness and housekeeping of store is in order

Attending to customers’ inquiries and handling payments and transactions

Making arrangement with external suppliers for restocking, orders and purchases

Arranging the display at the front of the store and tidiness of items on the racks

 Reference: Sami Abd, Store owner

* **Ousama Travel Agency, Beirut, Summer 2011**

Second internship training in ticketing and processing reservations

Reference: Ousama Alkaissi, Supervisor

* **Natour Travel Agency, Beirut, Summer 2010**

First internship training in ticketing and processing reservations

Reference: Salah Natour, Supervisor

**COMPUTER SKILLS**

**Microsoft Office**: MS words, Excel, Powerpoint, Access

**Computer Reservation System**: Sabre, World Span, Amadeus, Galileo

**LINGUISTIC SKILLS:**

Arabic ( Native Language ), English