

Curriculum Vitae

Sarah Hamadé

Mobile: +961 700 50 777

Home: +961 5 807 252

E-mail: sarahhamade1988@gmail.com

13th street, sector 38, El-Hana building

Dohat Aramoun, Lebanon



PROFESSIONAL EXPERIENCE

May 2014- Present

Educational Event Manager

"Asmar Medical" distributors of "Johnson & Johnson"
Beirut, Lebanon

- Booking educational trips (Medical congresses, seminars and meetings) for surgeons & sales representatives:
Hotel & ticket & logistics reservations, Course Registration, etc...
- Managing local meetings and congresses. (Mantling, Booth Location and Design, dismantling, stand maintenance, Flyers & Roll up design, etc...)
- Trip expenses Auditing; Refunds, Credit Notes etc...
- Monthly financial reports of all trip expenses.
- Considering & applying all Health Care Compliance (HCC) rules and regulations.
- Organizing, updating and providing all Product Catalogs & Surgical techniques needed.
- Renewing Medical clearance of the Sales Reps & Technicians to be able to enter the Operating Rooms in all Lebanese Hospitals.

Sep 2012 – May 2014

Customer Service Supervisor at "TNT" express courier, part of "The Net Holding" for Logistics & shipping: Express & Airfreight Cargo services.

- Daily Export/Import reports
- Managing Express Service shipments
- Managing Airfreight Service shipments
- Supervising customer service agents activities
- Build and maintain positive relationships with customers + handling complaints
- Maximize available revenue opportunities whilst providing an exceptional customer experience.

- June 2011- Sept 2012 Promoted to **Concierge Supervisor** at “Le Gray” hotel, part of Campbell Gray Hotels. Beirut, Lebanon.
- June 2009-June 2011 **Receptionist** at “Le Gray” hotel, part of Campbell Gray Hotels. Beirut, Lebanon. (*Part of the Pre-Opening team*)
- Nov-Dec 2008 **Hostess** in “Al Dente” Ristorante, Hotel Albergo, Relais & Chateaux, Beirut Lebanon.
- June 2008- Sep. 2008 **Management Training** in the kitchen department (hot kitchen, cold kitchen, pastry & bakery), Sales department & Cost Control department. “Fujairah Rotana Resort & Spa”, Al Aqah Beach, UAE.
- April 2008 **Team Leader** in the Royal wedding of the Qatari Prince (Service department) Doha, Qatar.
- Apr 2007- Sep 2007 **Management Training** in all Food & Beverage outlets: Service Area + Kitchen & Training at the sales department “Habtoor Grand Resort & Spa”, Dubai, UAE.

EDUCATION

- 2006- 2009 **Bachelor of Science in Hospitality Management**
 “La Sagesse University, Faculty of Hospitality Management”, with the academic certification of “**École Hôtelière de Lausanne**”
- May 2006 **French Scientific Baccalaureate** (Specialization in Biology)
 “Grand Lycée Franco-Libanais” Beirut, Lebanon.

LANGUAGES

	Speaking	Reading	Writing	Remarks
Arabic	Native	Native	Native	
English	Fluent	Fluent	Fluent	(IELTS Test Result: 7.0 “Good User”)
French	Fluent	Fluent	Fluent	
Spanish	Intermediate	Intermediate	Intermediate	(In learning process)
Turkish	Basic	Intermediate	Intermediate	(In learning process)

COMPUTER SKILLS

- Very good use of Microsoft office
- Very good use of the internet
- Good use of “Micros”, “Protel”, “SAP”, “Teemtalk.2000”, “Sky manager”, “Global net”, “Quantum”, “Main Frame”, “FBM” (Food and beverage material system)

PERSONAL ACHIVEMENTS

- Assisted in a Total Hip Replacement Surgery (Anterior Approach) – Serf Double Mobility implant used.
- Bronze Medal for the 3rd position in the Junior Chefs Competition in Dubai (WACS) in 5 dessert courses.

PROFESSIONAL SKILLS

- Building Professional Relationships + Team Work
- Customer Satisfaction
- Excellent communication skills
- Problem Solver + Decision Maker
- Leadership
- Good Negotiation skills

PERSONAL ACTIVITIES

Cooking – Travelling – Reading – Painting – Tennis – Drifting – Carambole Billiard – Learning new languages