**ADAM. K. MADANI**

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A competent, highly motivated, pressure and complex situation handling and enthusiastic individual seeking a hospitality and tourism management related job position. Where I can achieve successful steps on the ladder of hierarchy and gain all new accumulated knowledge from the working field. In addition, to collaborate with team members leading to a successful aim of flourishing the industry, elaborative team spirit and achieving outstanding results based on efficient and productive accomplishments. Enabling me to become more avid, adapt and pursue better in the feasible field and serving for the interest of my personal endeavors.

## Core Competencies

* Airlines and Ticketing Industry
* Food and Beverage Companies
* Casinos and Recreation Management
* Cruising Industry Management.
* Hotels and Resorts Chains.
* Event planning and event venues management
* Culinary Management of brands and Restaurant chains
* Hospitality services and consulting

## Professional Work Summary

**Headwaiter Sep 2012 – Sep 2013**

**Olive Garden Restaurant**

**Job Tasks and Responsibilities:**

 \* Suggestive selling (upselling).

 \* Taking orders and requests.

 \* Assisting other team members with their tasks.

 \* Engaging in client- employee relationships and activities.

 \* Helping in fundraisings and social, cultural events and activities.

 \* Scheduling and organizing attendance sheet for employees.

 **Trainee - Internship May 2016 – July 2016**

 **Middle East Airlines (Sky Team Alliance Member)**

 **(Commercial and Customer Service Department) – Cedar Miles Program Division**

 **Job Tasks and Responsibilities:**

1. **Amadeus loyalty Management Program:**
* Extracting member’s information.
* Enrolling new members via online and hand written applications.
* Updating and changing all sectors of the profiles of members.
* Retro claiming (re-crediting) tickets for customers automatic and manually.
* Reissuing and fulfillment of membership cards and kits.
* Direct and indirect communication with customers and agencies.
* Deducing and re-depositing of rewarded miles.
* Refunding (redemption) of rewarded tickets and cedar miles.
* Merging and demerging of member accounts and profiles.
1. **Altea reservation desktop program:**

 \*Displaying and checking on the status of old and new tickets.

\* Checking on flights availability and reservations.

\* Retrieving bookings of customers (PNR of a ticket).

**C) Oracle Fusion Middleware (Rapid) program:**

 \* Identity management of clients.

 \* Displaying and checking on the ticket’s status of clients for redemption.

 \* Data and business analytics integration management.

## Education Pathway

 **Fall 2014 – Spring 2017**

**Bachelor of Science**

B.S Degree in Hospitality and Tourism Management (Major GPA: 3.83, Cumulative: 3.67)

**(NEASC**) and **(AACSB)** Accreditation granted

**Lebanese American University (LAU)** institution **-** Adnan Kassar School of Business (AKSOB)

■ Beirut, Lebanon

**>** **Relevant Projects and Achievements**:

 1. Third prize winner at the MUBS young entrepreneur contest (2013).

 2. Received certificate of participation at the MUBS young entrepreneur contest (2014).

 3. Honor’s certificates and scholarships from the Lebanese American University due to high scholastic achievements and impressive academic/social standing.

 4. Golden medals, awards and certificates from European Lebanese School due to high academic and cultural achievements.

 5. Distinction Member of the student honor society program at LAU.

 6. Golden medals and awards from LAU due to outstanding social and cultural achievements

**High School Diploma Sep 1999 – May 2014**

**European Lebanese School (ELS)**

Lebanese Baccalaureate Degree in Sociology and Economics (**BAC 2**)

Ranked #1 position student in class levels (11) and (12) academically (Baccalaureate years)

■ Aramoun, Mount-Lebanon

**Technical Proficiencies**

* Microsoft office: Excel, PowerPoint, Outlook, communicator and Word.
* Took a course in computer literacy and functionality (CSC 201)
* Web Browsing & Google Analytics
* Video scribe (sparkol.com)
* Prezi.com (graphical business and non business presentations)
* Piktochart.com (Info Graphics presentations)
* Information Technology and Desktop publishing programs concerning commercial, sales development and customer service.

**Personal Interests**

* Sports in general (Football, Basketball, Tennis, Swimming)
* Reading novels and poems (specifically Literature and History)
* Participating in culinary exhibitions and festivals (Horeca 2015- Lebanon)
* An active member of the Students Hospitality and Tourism management club Activities and Events Division At the “Lebanese American University”.
* Scouts: Participated in LSA “Lebanese Scouts Association” for 2 years including camping and cooperating in many social and cultural activities.
* Part time Volunteer at animal’s safety and care organization (NGO).
* Active Volunteer and supervisor at the “Beirut Marathon Association” (NGO)

**Personal Information**

* Place of birth: Hamra region, Beirut, Lebanon
* Date of birth: September/10/1996
* Marital Status: Single

**Language Proficiencies**

* Arabic, Fluent – Written, Reading and Spoken
* English, Fluent – Written, Reading and Spoken
* French, Basic – Written, Reading and Spoken

**References**

Dr. Bassem Slim

Faculty of Hospitality and Marketing Department

General Manager at Softy Trading and Marketing, Beirut-Lebanon

Instructor in Hospitality and Tourism Management

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Dr. Rania El Haddad Chamelian

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Assistant Professor at LAU

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Mrs. Sawsan Kayssi

Cedar Miles Customer Services – Commercial department

Program Management Lead

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