**NOURA TABBARA**

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Nationality: French | Lebanese

**Interested in a full time job in public relations, marketing or communication**

**EXPERIENCE**

**TOD’S SPA. HOGAN, Paris, France *Public Relations Trainee November 2015 – May 2016***

* Negotiated and coordinated with new online journalists to secure spots in the online press release.
* Maintained cooperative relationships with the press and followed up on all releases.
* Managed the stock and ensured product delivery to the following regions (FR, UK, BE, NL).

**Hotel Le Vendôme InterContinental, Beirut, Lebanon**

***Guest Relations Senior Supervisor September 2011 – August 2015***

***Guest Relations Supervisor***

***Guest Relations***

* Managed the front office functions on duty: concierge, reception and guest relations.
* Trained and coached 5 employees.
* Achieved the highest contribution to sales growth for several months by Upselling rooms to suites.
* Ensured collaboration between departments to guarantee guest satisfaction.
* Devised guest polls and surveys that returned positive customer satisfaction.
* Earned employee of the month award for excellence in guest relations.
* Responsible for greeting and escorting guests to their rooms.

**Hotel Le Bristol, Beirut, Lebanon**

***Sales and Marketing Trainee September 2010– August 2010***

**Hotel Aldemar, Rhodes, Greece**

***F&B Trainee May 2009 – September 2009***

**EDUCATION**

**Institut Supérieur de Marketing du Luxe – Sup de Luxe, Paris, France**

***MBA Specialized in Luxury Brand Marketing and International Management******September 2015 – July 2016***

**La Sagesse University with the *Academic Certification of École Hôtelière De Lausanne,* Beyrouth, Liban**

***Bachelor of Science in Hotel Management*** ***September 2008 – July 2011***

**SKILLS AND OTHER QUALIFICATIONS**

Certificates and Accomplishments:

* Seminar with **SIHH** related to the market of luxury watches. **2016**
* Workshop with **“L’école de Van Cleef & Arpels”** related to « Le Bijou à travers l’Histoire et Découvrir les Pierres ». **2015**
* Courses with **Harvard Business ManageMentor** related to« Customer Focus » and « Writing Skills ». **2014**
* Trainings with **TSA** related to « Front Desk Upselling ». **2014**

Computer Skills: Highly proficient in Microsoft Excel, PowerPoint and Word – Software: Opera, Fidelio and SAP.

Languages: French – Proficient | English – Proficient | Arabic – Proficient | Spanish – Intermediate