ANTOINE GHOSN Mobile : +961 70 770990

Email: [ghosn.t@hotmail.com](mailto:ghosn.t@hotmail.com)

Add: Adma, Lebanon

Personal: Lebanese, born in 1975

Married.

Facebook : Tony Ghosn

Summary: I am a talented individual with high interest in delivering

quality service through best practice. I work hard to

cultivate high profile with staff and in serving customers

and generally keeping everything running smoothly.

Currently looking for a new challenge and seeking a

progressive company offering career growth through

proven performance.

Skills: Management Personal

People Management Good communications skills

Develop self and others Open to all suggestions

Setting goals and objectives Well organised

Work under pressure Problem solving

Fluent in arabic,french and

english. Russian basic level.

Career:

OPERATIONS MANAGER at Y & C rent a car February 2005 to march 2017

**.**  Managing and improving the operational systems, processes and

policies in support of organizations mission.

**.** Developing and maintaining annual budget for the company.

**.** Measuring and reporting sales and profit performance.

**.** Managing a fleet of more than 150 cars. Maintaining records for

registration, insurance and maintenance.

**.** Managing a team of 45 personnel from different profiles, including

drivers, office clerks and accountants.

**.** Setting standard operating procedures.

**.** Setting strategic directions and conducting market research to identify

Guest profiles and match it with demands and capacity.

TRAVEL ADVISOR : 2009 till present

**.** Organizing tours for small groups (5 to 7 pax) to unexplored cities.

Italy (Rome, Assisi, Spoleto, Cascia, Napoli, Capri, Amalfi coast,

Florence, Sienna, San gimignano, Monteriggioni, Piza, Mugello,

Venice, Milano, Portofino, Lake como).

Germany (Berlin, Dresden, Munich, Schwangau area, Nuremberg,

Koln, Leverkusen).

Czech republic (prague, Karlovy vary).

Austria (Vienna, Salzburg).

Hungary (Budapest).

Slovakia (Bratislava).

Netherlands (Amsterdam).

Belgium (Brussels, Ghent, Bruges, Antwerp).

Luxembourg City.

Turkey (Istambul).

UAE (Dubai and Abu dhabi).

**.** Managing all travel arrangements and needs :

Hotel bookings, Transportations, Airline tickets reservations, Sports

events booking (Stadium visits), Culinary tours (wine tasting tours).

AIRPORT COUNTER SUPERVISOR at AVIS rent a car 2001-2002

**.** Handling customer enquiries for availability and cost of vehicles.

**.** Managing bookings.

**.** Completing paperwork with customers and finalizing payments.

**.** Providing ongoing service and sales support through telesales and

direct walk in.

DUTY MANAGER at AVIS rent a car–Intercontinental Phoenicia 2000-2001

**.** Managing a team of 5 employees.

**.** Directing all operational aspects for car rental, Allo taxi (sister

company for AVIS), and Allo limousine including distribution

operations, customer service, human resources, administration

and sales.

**.** Providing training, coaching, development and motivation for the

personnel in the branch.

**.** Sharing knowledge with other branches and headquarter on effective

practices, competitive intelligence, business opportunities and needs.

**.** Addressing customer and employee satisfaction issues promptly.

COUNTER SUPERVISOR at AVIS rent a car-Ashrafieh branch 1999-2000

Education:

**.** High school: College de l’annonciation 1992 – 1993

References: Available upon request.