ANTOINE GHOSN Mobile : +961 70 770990

 Email: 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.