

Joanna Tabet

Nationality: Lebanese
Date of Birth: 29/08/1984
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WORK EXPERIENCE

July 16- Present	BML Istisharat SAL Executive Assistant to CEO <ul style="list-style-type: none">Responsible for the preparation of client’s proposals for all the chosen modules related to integrated computerized system, or life and non life insurances, or manufacturing and distribution.Renewal of all license and maintenance contracts for each applications mentioned above (ICBS, CIRIS, LIRIS, and IMAD), administrative tasks related to the CEO (couriers, reminders, follow ups...) and preparation of quarterly Newsletters.	Riad El Solh
Jun 12 –Oct 15	Rotana Hotel – Raouché Arjaan Executive Assistant of General Manager <ul style="list-style-type: none">Handle all administrative tasks for GM and head of departments (ticketing and booking arrangements for Annual workshops and Annual GM Meetings, etc...)Prepare monthly General Manager reports (AVP report, Manager report, 3 month’s GM forecast)Conducting colleagues presentations sessions twice per month to senior colleagues including needed topics to improve their morale and at the same time increase their productivity.Member of Quality team project for 2015 which purpose is to enhance hotel product through weekly tours and room inspections, taking minutes and follow up with concerned department heads on tasks assigned.Organize monthly head of departments meetings. Prepare PowerPoint presentations summarizing financial data followed by topics related to management and leadership including appropriate downloaded you tube movie for each.Organize monthly Employee Gatherings summarizing financial data and human resources updates (turnover, activities, etc...)Prepare the head of departments performance reviews and help set Key performance objectivesFollow up on guest complaints and online guest satisfaction surveys (Expedia, Booking.com, Revinate, Trip advisor)	Beirut, Lebanon
Jun 09-Jun 12	Rotana Hotel – Tamar Rotana Executive Assistant of General Manager <ul style="list-style-type: none">Handle all administrative tasks for GM and head of departments (ticketing and booking arrangements for Annual workshops and Annual GM Meetings, etc...)Managed the Health & Fitness Center (managed employees and physiotherapists schedule/ performance, Gym center and pool maintenance in coordination with concerned parties)Organize monthly head of departments meetings. Prepare PowerPoint presentations summarizing financial data.Prepare the head of departments performance reviews and help set Key performance objectivesOrganize monthly Employee Gatherings summarizing financial data and human resources updates (turnover, activities, etc...)Follow up on guest complaints and online guest satisfaction surveys (Expedia, Booking.com, Revinate, Trip advisor)	Hazmieh, Lebanon
Dec 08-May 09	Antoine Hakim Jewellery Administrative Assistant <ul style="list-style-type: none">Processed all received jewelry from scanning, pricing, labeling, invoicing and dispatching to branches	
Oct07- Nov 08	K. Abboud for Construction SARL Management Secretary	
Jan 07-Jul 07	Library Stephan Librarian and Customer Care	

EDUCATION

Oct 07-Jan 08	Certificate in Administration - Pigier	Beirut, Lebanon
2002-2006	Saint-Joseph University (USJ, ESIB) BA in Hospitality Management and Tourism Final Project: "Feasibility study of a Hotel Project"	Beirut, Lebanon
1988-2002	College Notre Dame of Nazareth French Baccalaureate – Philosophy option	Beirut, Lebanon

PROFESSIONAL TRAININGS

Aug 15	Sales call with sales team UN segment	Downtown
Nov 14	Young Urban professionals Lateral Thinking Seminar	Beirut, Lebanon
Oct 14	Training and coaching executives "Trace" Presentation skills training	Beirut, Lebanon
Jul 04-Sep 04	Intercontinental Phoenicia Residence Suites Front Office Department Training in: Telephone techniques, Check-in, Check-out Procedures, Guest relations, handling complaints and working under pressure. Certificates obtained: Hotel Orientation, Telephone Techniques, Be my guest, Training and Development	Beirut, Lebanon
May 03-Jun 03	Sofitel – Le Gabriel Hotel Kitchen and Restaurant organization, handling guest relations and complaints, working under pressure	Beirut, Lebanon
Jan 03-Feb 03	Intercontinental Phoenicia Hotel Housekeeping department	Beirut, Lebanon

ACHIEVEMENTS

- Five Years Award as 5 years of hard dedication with Rotana company – March 2015 (celebrated at Raouché Arjaan by Rotana)
- Member of Staff Committee in 2013 (Raouché Arjaan by Rotana)
- Employee of the month – Dec 2012 (Raouché Arjaan by Rotana)
- Member of Staff Committee in 2011 (Tamar Rotana)
- Employee of the month – Oct 2010 (Tamar Rotana)

SKILLS AND INTERESTS

Languages	Fluent in English, Arabic and French – Intermediate in Spanish
Computer	Perfect knowledge of Word, Excel, PowerPoint, Microsoft Outlook, Internet, Visual, Dolphin, Opera
Hobbies	Music, reading, aerobics, dancing and swimming