

# Linda Sawma

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Chtaura, Beqaa

(961) 70 74 74 42

## Education

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**Antonine University, Faculty of Business**  
*Masters in Business – option Digital Marketing*

Zahle, Beqaa  
**2019**

**Sagesse University, Faculty of Business**  
*BS in Business – option Human Resources*  
*GPA: 3.05 / 4*

Furn Al Shebbak, Beirut  
**2017**

**Antonine Sisters School**  
*Lebanese Baccalaureate in Sociology & Economics*

Zahle, Beqaa  
**2013**

## Experience

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**Chtaura Park Hotel**  
*Rooms Division Supervisor*

Chtaura, Beqaa  
**2018-Present**

- *Manage the general operation of reservations, reception, night shifts*
- *Handle guests objections*
- *Ensure the smooth operation of the Front Desk*
- *Training interns*
- *Suggest improvements ideas in the front office and housekeeping departments*
- *Train the front office staff*
- *Strong cooperation with the sales and finance department*
- *Handle events and weddings accounts*
- *Handling mails and messages from guests and replying promptly to the issues concerned*
- *Arrange group reservations*
- *Familiarization with the surrounding area, as guests will often ask for recommendations and directions*
- *Taking care of guests essentials and belongings*
- *Ensure guests satisfaction*
- *Daily follow up with housekeeping and laundry department*
- *Manage availability and offers on OTAs*

**Chtaura Park Hotel***Administrative Assistant / Social Media*Chtaura, Beqaa  
**2017**

- *Meet clients, organize and finalize deal with guests*
- *OTA market manager and any other online distributor*
- *Customer strategy plan developer*
- *Plan, execute, and follow up the online strategy*
- *Online business development and marketing research.*
- *Report hotel's online performance and business intelligence*
- *Ensures established performance standards for CPH e-commerce department*
- *Contact person for hotel campaigns development*
- *Find and evaluate new online opportunities, new OTAs, new business models*
- *Social media responsible*
- *Ensures policies and procedures that will improve the overall operation and effectiveness of the department and company*
- *Prepare and ensure detailed correspondence of minute of meeting related to the decisions taken*
- *Handle the social media pages, regarding posts, boost and promotion*

**Chtaura Park Hotel***Receptionist*Chtaura, Beqaa  
**2014-2016**

- *Follow up and coordinate all matters to ensure a smooth and timely service*
- *Handle all pre and post client requests and complains*
- *Prepare a monthly statistical report to compare the current year's revenue to previous years*
- *Handle customer complaints and communicate to the concerned parties*
- *Prepare daily report on the availability and revenue*
- *Open city ledger for events and collect money from guests*

**Volunteering**

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**Career Bridge, CV Writing****Dec 2018***In the association with Michel Daher Social Foundation (MDSF) in collaboration with Ministry of Social Affairs, National Volunteer Service Program*

## **Professional Development**

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### **Training of Trainers – Better You**

**Nov 2018-Dec 2018**

Michel Daher Social Foundation in collaboration with Ministry of Social Affairs, National Volunteer Service Program

- *Presentation Skills*
- *A better you trainings*
- *CV Writings*

### **Human Resources Management**

**Nov 2017**

Michel Daher Social Foundation

- *CV Writings*
- *Interview Skills*
- *Training Skills*
- *Personal Growth*
- *Skills of HR Professionals*
- *Hiring Strategy*
- *Creation of Job Description*
- *Performance Management*

### **Intern in Human Resources Department**

**July 2015**

Daher Foods – Master Chips

- *Screening and shortlisting for both junior and senior vacancies*
- *Attending recruitment and selection meetings*
- *Meeting walk in candidates*
- *Conducting phone interviews*
- *Maintaining an active and organized data bank for all vacancies*
- *Scheduling interviews with department heads and ensuring follow up for feedback on candidates*
- *Assisting HR department by collecting feedback and enrolling it*
- *Screening, shortlisting, and scheduling for senior candidates*
- *Data Entry*

## **Skills**

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Languages: Arabic (Native) , English (Fluent), French (Intermediate) , Italian (Basic)

Computer Skills: Microsoft (Word, Excel, Powerpoint, Outlook) , Partners Managerial System (PMS)

## Certificates

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- Training of Trainers 2019
- Human Resources Management 2017
- Civil Defense 2015

## Socio – Cultural Experience

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### “Siraj Nour” Youth

**2009-Present**

- *A movement of youth: animation and service with elderly, disabled and needy children*
- *Responsible and member in the group since 2009*

### Head of Sports Department

**2014-2016**

Sagesse University

- *Organised events (Foodsall, Street Ball .. )*
- *Prepared a booklet to be presented to the dean regarding our ideas*

### Class Delegate

**2010-2013**

Antonine Sisters School

- *Organised events (Parties)*
- *Prepared road trips*
- *Planned the graduation ceremony*

## Hobbies

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Dancing, Swimming, Photographing

*References are available upon request*