

Wassim M. Hajj Shehadeh

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OBJECTIVE

To continue my career with a company that will utilise my MANAGEMENT, SUPERVISION & ADMINISTRATIVE skills and experience to benefit mutual growth and success.

EDUCATION

May 2012 to June 2014	Emirates Aviation College with the collaboration of Cardif University Master's degree in Travel & Tourism, Airlines & Airports management section.	Dubai, UAE Wales, UK
Feb 2011 to Feb 2012	Emirates Aviation College Ticketing, Amendments, Frequent Flyer Program And customer services courses...	Dubai, UAE
From 1994 to 1998	University of Calgary B.A. in Business Management (Banking & Finance Section)	Calgary, Canada
From 1992 to 1994	High Tech School of Saida B.T.3 Commercial Sciences and Accounting (Governmental Degree)	Saida, Lebanon

EXPERIENCE

From 01/06/2021 till 31/06/2022	Frontb office at The BayView Hotel, Beirut	Beirut, Lebanon
<ul style="list-style-type: none">● Reception handling the entire shift alone,● Handling check-in & check-out guests.● going the extra mile for guests satisfaction.● Handling the Online reservations (Booking.com, Expedia etc....)● collaborating with all other departments to give the guest the full customer service and team work experience.		

- fill the position of night auditor on his off days.
- responsible for the Daily room status report for the GM, including the occupied & vacant rooms, expected guests, and out of order rooms.
- handling guest complaints and try to solve the problem for them.

From 06/2016 to present **Freelancer as travel consultant & Tour Operator** **Beirut, Lebanon**
Own Business.

From 02/2011 to 11/2015 **Senior Travel Consultant and customer services at** **Dubai, UAE**
Emirates Airlines

- Started as booking agent handling new bookings and customer services
- Amending existing booking.
- Customer service and excellence care taker
- Emergency call center operator and emergency respond team
- Customer services trainer
- Promote Emirates frequent flyers program (skywards) to customers.
- Amend skywards gold members, first and business class customers
- Handling customer's complaints, preferences, and requests.
- Acting supervisor and assisting duty officer when help is required
- Consult advice and promote EK new travel destinations to customers, offer promotions on current destinations.
- Dedicated consultant for Elite customers and invitation only club members.
- Achieving and exceeding sales targets on monthly basis.
- Passing all Online EK training courses required executing related tasks; courses include Handling Emergency Contact Center, Customers Online Fraud Safety.

From 02/2008 to 12/2010 **Branch Manager at Malik's book shop** **Beirut, Lebanon**

- In Charge for the branch and staff during shop working hours.
- Maintain the cash flow and run daily shop inventory.
- Assign tasks to staff.
- Handle administrative work and financial reports
- Achieving budgeted sales targets.
- Report directly to head office.
- Train new team members, coach and guide all team members on daily basis.
- Conduct interviews and shortlist potential candidates
- Customer service care taker

From 2007 to 02/2008	Housekeeping Supervisor at holiday Inn Hotel	Beirut, Lebanon
	<ul style="list-style-type: none"> ● Responsible of the housekeeping & Laundry department during the shift. ● Overlook agents work and make sure that all work is done with the hotel standards. ● Coordinate with the Front office Department reaching High Guest Satisfaction. ● Report directly to Rooms Divisions Manager; provide all necessary reports and Housekeeping inventory records. 	
From 2006 to 2007	Night Audit & Reception Night Manager at Grand Suites Hotel	Beirut, Lebanon
	<ul style="list-style-type: none"> ● In charge of the property at night. ● Audit all financial day work; maintain the cash flow insuring all transactions are performed properly. ● Deliver all necessary reports for finance department and general manager ● On job train for all employees at work on hotel procedures and standards. 	
From 2001 to 2006	Laundry Clerk, Cashier & Shift Leader at Metropolitan Palace Hotel & Habtoorland Theme Park	Beirut, Lebanon
	<ul style="list-style-type: none"> ● Responsible for all paper work (Invoices, Receipts, Delivery notes). ● Responsible for all guests' laundry invoices. ● Handle and log guest complains and make sure that best service is delivered. ● Prepare daily, monthly, and annual inventories. ● Arrange daily, monthly, and annual incomes and productivity report for the financial department. ● Coordinate work between the Metropolitan Palace Hotel and HabtoorLand . 	
From 2000 to 2001	Executive General secretary at Kimco S.a.r.l	Beirut, Lebanon
	<ul style="list-style-type: none"> ● Executive assistant for the CEO and GM. ● Responsible of administration department ● Deliver the necessary reports to the Finance department. ● Responsible of the communication between the local company and various branches outside Lebanon. 	
From 1998 to 2000	BranchManager at Beautiful Garden Est	Riyadh, KSA
	<ul style="list-style-type: none"> ● Responsible of the sales ● Manage the purchase department and direct contact with suppliers 	

- Manage the administration and accounting paperwork.

From 1995 to 1998

**General Cashier & Personnel Officer at Sahara
Restaurants**

Calgary, Canada

- Responsible of all Cash Transactions.
- Responsible of controlling and receiving the restaurant goods contact suppliers contacts and issue orders.
- Handling all employees' salaries and overtimes.
- Direct contact with the Restaurant owner and CEO.

SUMMARY SKILLS

COMPUTER SKILLS: MS Word, Excel, PowerPoint, Access, Internet use. Windows and Mac OS

COURSES:

- Fidelio & Micros Hospitality System.
- Operes Hospitality System and Reservat
- Amadeus, Visual Generation Hospitality System.
- CTServ. Cash & Stock System.
- Graphic Design (Photoshop, Illustrator, Corel Draw) And other programs
- Sales & Marketing Courses.
- Peach Tree & Orange Accounting system.
- Customer services & H.R. Training Courses
- Ticketing and customer services courses (Emirates Aviation College, Dubai)
- Mars and Easy Mars travel system (courtesy of Emirates)
- Worldspan Travel ticketing system
- Galileo travel system
- Amadeus reservation and ticketing

LANGUAGES:

- Arabic: Fluent
- English: Fluent
- French: Good
- Spanish: Fair
- Turkish: Good

INTERESTS AND HOBBIES

- Computers & techs.
- Traveling
- Music, movies and reading
- Snowboarding, swimming and biking

PERSONAL INFO

DATE OF BIRTH: 28 JAN 1975

PLACE OF BIRTH: SHHIM, Al Shouf, Lebanon

BLOOD TYPE: AB+

REFERENCES

Available upon request