

Elie Michel Hanna

PERSONAL INFORMATION

Date of Birth	12 th of February 1997
Nationality	Lebanese
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PROFESSIONAL SUMMARY

A passionate about the hospitality field and making people happy. My experience in the field and my rotation between different companies and different positions within my last years of work allow me to understand better the mechanism of ending a day with happy customers, which is a main criteria in the hospitality field.

Beside hospitality, I found myself interested in the humanitarian field, where I am working on myself to develop my skills and I see that I am interested in a permanent long time job opportunity where I can fulfill my full capacities in or outside Lebanon.

OBJECTIVE

I am looking for a full time position where I can demonstrate my academic and technical skills effectively to your company.

EDUCATION

License Technique – Hotel Management	2017-2018
Bekaa Technical and vocational institute, Khyarah, West Bekaa.	
TS2 - Hotel Management	2016-2017
Institut d'enseignement et de formation technique, Zahleh	
Technical Baccalaureate - Hotel Arts Production Department	2015-2016
Institut d'enseignement et de formation technique, Zahleh	
Brevet	2012-2013
Ecole des Sœurs des Saints Cœurs, Maalaka, Zahleh	

WORK EXPERIENCE

During Covid-19, I participated with mouvement des jeunes d'orient (MJO) in:

- Doing assessments for some vulnerable families to identify their basic needs.
- Distributing food packaging and sanitizers for persons in need and can't afford them.
- Training with the Lebanese Red Cross about Covid-19, and how to spread awareness and prevent.
- Follow up threw phone calls with individuals to ensure that they receive the assistance.

Danish Refugee Council- DRC**August 2020 – Till present****MEAL Intern**

- Carry out quantitative and qualitative data collection at field and remote level
 - Support the piloting and monitoring tools to be used during activities and assistance
 - Carry out data collection work
 - Ensure monitoring schedule, data collection target, and reporting deadlines are adhered
 - Submit weekly and monthly reports to the MEAL Team Leader on achievements and challenges related to monitoring
 - Protection Cases identified and referred in coordination with the protection team
 - Support in answering hotline calls
- Produce periodic monitoring reports to ensure programs have accurate and useful data to inform project development.

Outsourcing Technology Services**June 2020 – Till Present****Assistant executive advisor:**

- Claiming hours: (Log the previous night's calls and setup tasks for clients that replied / Claim leads and follow the claiming process / Confirm appointments / Log calls and follow up on anything promised by the manager to the client / take notes and report / Reply to texts and emails from leads the come in)
- Follow up with pervious appointments by following up the idea is to get clients' feedback and agree with them on next steps.
- Make calls and negotiate with clients. - Send daily report.

Balamand University and Lebanese Army**2019- Till Present****Trainer, Mine Risk Education:**

- Facilitate and conduct training for Mine victims and their families within the project using the developed training curricula and materials.
- Targeting in door to door assessments: men, adolescent boys, women and girls, IDPs and refugees.
- Ensure to take attendance and other records.
- Attented ToT training.

Hotel La Place - Zahleh, Bekaa**2018- 2020****Receptionist:**

- Sales
- Handle guest complaint
- Reservation
- Guests relations
- Marketing
- Finance and accounting
- Night audit

Akuna Matata - Zahleh, Bekaa**2014- 2019**

- Animation and theatre.
- Acting with 20 to 30 employees.
- Recruitments.
- Customer service.

Rubix Restaurent And Lido Café - Zahleh, Bekaa.***2013-2015***

Floor supervisor:

- Monitoring all bus person, waiter and sr. waiter.
- Checking all the table setup.
- Checking all food before serving to the guest.
- Communicating with the guest regarding the quality of food and service.
- Guest complains handling.
- Tracking for bill settlement.

Ghazal Restaurent - Dhour Zahleh, Bekaa.***2016-2017***

Supervisor

Part Time Jobs***2014- 2020***

- Gentle Staff: Supervisor
- Mini B Kids Events: Wedding organizer
- Arenciel, Laiterie du couvent de Taanayel, Ecotourisme : Food service

Volunteer Activities***2014- Till Present***

- Vice President at Movement des jeunes d'orient (MJO) – Zahleh - Scout libanais – Zahleh

SKILLS**Languages**

- Arabic: Native language. Excellent writing, reading and speaking.
- French: Excellent writing, reading and speaking.
- English: Excellent writing and reading, moderate speaking.

Computer skills

- Knowledge of MS programs (Word, PowerPoint, and Excel).
- Fidelio
- Booking
- Expedia
- Omega
- Basic knowledge of html language and word pad program.
- Frequent user of internet tools

Soft Skills

- Very good communication skills.
 - Very strong work ethic.
 - Can work under pressure.
 - Problem solver, have the ability to handle many crises.
 - Flexible.
 - Team worker and cooperative.
 - Negotiation skills.
 - Patient.
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TRAININGS

- ToT: Mine risk education program - What does MRE mean?
 - Objectives of mine awareness programs.
 - Content of awareness messages on mine risk.
 - The reality of the problem of mines in Lebanon.
 - Mines, cluster bombs, unexploded ordnance and suspicious objects.
 - Methods of planting mines.
 - The way of mine explosion.
 - Places of mine presence and evidence of mines and warning signs.
 - Demining and injuries resulting from mine explosion.
 - Methods of intervention when a mine explodes in a minefield or in a dangerous spot.
 - Comparison between sound behaviors and dangerous behavior.
 - Why and how a person is exposed to a mine explosion, cluster bomb or suspicious object.
- Food Safety: 50 hours of training in collaboration with the Ministry of Agriculture in Lebanon, World Food Program (WFP) and the German cooperation.

References will be given upon request.