



MARIO DANIEL

Admin / Office Manager / Operations / Customer service

From Beit Mery | Lebanon | Born on 14-08-1986

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EDUCATION

Bachelor of Arts in Business Administration at the Arab Open University of Beirut in affiliation with the Open University of UK. **2009 – 2012**

Technical Baccalaureate in Accounting and computer at Sagesse Technical School in Ashrafieh - Beirut **2003 – 2006**

Trilingual: Arabic, English & French

Computer skills: Advanced Microsoft office, internet browsing, Google apps, Work with Windows and Mac operating system, Adobe Illustrator, micros, squirrel, bimos, social media professional.

PROFILE SUMMARY

- ✓ Adapts rapidly to change, capable of multitasking, handles challenges and works under pressure.
- ✓ Team-player with excellent listening, verbal and written communication skills.
- ✓ Ability to set objectives, plan, execute and attain objectives.
- ✓ Strong negotiator, persistent, customer-focused and problem-solver.

EXPERIENCE

- **TR Services** **Beirut – Lebanon** **December 2016 – Present**
Owner / Operations Manager

Responsibilities: I handle all requests received from tourists who aim to visit Lebanon and would like to have an exceptional trip starting by visiting archeological, spiritual sites, in addition the availability to all kind of sports (Hiking, biking, paragliding...)

In addition to that at TR Services I help and cooperate with investors in restaurants operation for lunching new concepts.

- **Lebanese Army - Ministry of defense - Yarzeh - Lebanon November 2017 – September 2018**
Administrative in the travel office (11 Months)
- **Uber Tech.** **Beirut – Lebanon** **December 2016 – Present**
Trainer/ Driver Partner

Responsibilities: I register new drivers to become our partners and provide them with one day training on Uber Application (Teach and explain for new joiners how to use the app and connect online in addition to many customer service tips under the company policy including terms and conditions). Drove and dealt with over than 4,600 customer.

- **Downtown Group for Trading – Riyadh, Saudi Arabia** **December 2014 – April 2016**
Marketing specialist & Executive Support (1 year, 5 Months)

Responsibilities: Planning & implementing marketing strategy, clients follow up, ensuring customer satisfaction, attending exhibitions, negotiating with international companies, responsible for major administrative tasks as required by the CEO.

- **Cravia Inc.LLC – Dubai, UAE** **July 2012 – January 2013**
Floor Manager (7 Months)

Responsibilities: Ensuring Customer satisfaction, tracking sales target, offer promotional items, managing, supervising, leading, controlling and give training to new joiners.

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- **Middle East Airlines – Beirut, Lebanon** **November 2008 – Jun 2012**
Flight Attendant “B” in First Class Zone (3 Years, 7 Months)
Responsibilities: Customer-focused, problem-solving, selling goods and pursuing sales target, insuring aircraft and passengers safety and security.

 - **United Restaurants Development Zaatar w Zeit** **Dubai & AD, UAE July 2007 – July 2008**
Team leader – OPENING TEAM for 2 branches (1 Year)
Responsibilities: Selling and up-selling, promoting new menu items, customer care, anticipating guest needs, coaching, supervising and controlling.

 - **Starbucks – City Mall, Lebanon** **June 2006 – December 2006**
Barista (7 Months)
Responsibilities: Making and serving coffee, selling retail items, up-selling, promoting new menu items, customer care, anticipating guest needs and stock control.

 - **TONINO Crepes & Bakery – Broumana, Lebanon** **June 2002 – May 2006**
Delivery service (3 Years, 11 Months)
Responsibilities: Customer service, customer retention and food delivery.

PROFESSIONAL TRAINING & CERTIFICATIONS

- ✓ **Military training program for 13 weeks** Beirut - Lebanon May - August 2018

- ✓ **CCM (Credit cards management) – Credit cards operations – CLA Headquarters-Adlieh**
(Credit Libanais d'assurance) Beirut - Lebanon September - November 2017

- ✓ **Accounting Department at O' Monot Boutique hotel in Ashrafieh**
Tasks: Entered lost data for 8 months Beirut - Lebanon April-July 2016

- ✓ **Basic Food Hygiene, Apex Food Consultants-Cle** Dubai,UAE, September-October 2014

- ✓ **Sales Representative - Key Account at Indevco Group (SANITA)**
Beirut - Lebanon, November 2013 - January 2014

- ✓ **Assistant Manager - Fast Food Chain** Sin El-Fil - Lebanon February-March 2014

- ✓ **Restaurant Manager - CRC (Canadian restaurants company) Vanelli's**
Broumana – Lebanon, April 2013 - August 2013

- ✓ **Senior consultant - Rigid FZE** Sharjah - UAE, February - March 2013

- ✓ **M.T.P (Manager training program) at CRAVIA Inc** Dubai - UAE, August 2012

- ✓ **Basic Flight Attendant Course & Crew Resources Management Course,**
MEA Beirut, February 2009
Basic Aviation Security “A” Course, MEA Beirut, December 2008
Dangerous Goods Regulations, MEA Beirut, November 2008
First Class service and procedures, MEA Beirut, April 2009

- ✓ **Accounting and sales at OWC Office Work Center,** Lebanon August-October 2008

- ✓ **Team leadership** from (URD) Zaatar w Zeit *Dubai - UAE, July 2007*
- ✓ **B.T.P (Barista training program) from STARBUCKS** Daoura - Beirut, June 2006

- ✓ **Crew (FOH & BOH) from MC Donald's** Beirut - Lebanon, April 2004

- **Valid driving license from the emirates of Dubai (United Arab Emirates)**
- **Valid driving license from the state of Riyadh (Kingdom of Saudi Arabia)**

References available upon request.