

Roa AZZAM



Contact

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DOB : 01/01/1993

Marital Status : Single

Nationality: Lebanese

Language

ARABIC: Mother Tongue

ENGLISH: Fluent

SPANISH: Good

Computer Skills

Microsoft Word

Excel

PowerPoint

Interests

Reading (travel, stories...)

Shopping

Traveling

Internet surfing

Music

Personal Profile

I am well presented, reliable, dynamic and honest. I have a very positive attitude. I analyse and solve problems quickly and effectively. I have organizational skills and the ability to work within a fast moving, high-pressure environment. I am a self-motivated individual who works well independently as well as in a team.

Skills

- Team Work
- Customer Service
- Time Management
- Multilingual
- Computer Literacy
- Communication

Experience

2017-2020 Receptionist/ Reservation Agent, Warwick Palm Beach Hotel 4* (Lebanon)

- Greeted, registered, and assigned rooms to guests
- Answered telephonic and in-person queries related to hotel services and resolved any issues
- Processed guests' check ins and outs
- Corporated with other departments of hotel
- Handled payments through cash, checks and credit cards
- Receiving walk in and online reservation inquiries
- Opening/closing room availability on online system

2015-2017 Receptionist, Bella Riva Suite Hotel 4* (Lebanon)

- Greeted, registered, and assigned rooms to guests
- Answered telephonic and in-person queries related to hotel services and resolved any issues
- Processed guests' check ins and outs
- Prepared and completed room and restaurant bills
- Liaised with other departments of hotel
- Managed payments through cash, checks and credit cards
- Handled reservations via phone calls and walk-ins

Education

2019-2021 MBA in Human Resourse Management, Lebanon

2012-2016 BA in Travel & Tourism, Lebanon

2008-2012 Life Science Degree, Lebanon

Certifications

- Initiating and Planning Projects, 2020
- Communicating Across Cultures, 2020
- Curso Espanol Como Lengua Extranjera, 2016