

## **EMAD MAHMOUD MAKAREM**

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### **OBJECTIVE**

Seeking a full-time position in the field of sales, marketing, and other Business-related fields.

### **EDUCATION**

**American University of Science and Technology, Beirut, Lebanon**      **2003-2006**  
Bachelor of Sciences in Business Management

### **EXPERIENCE**

- 2019–2020      Operation Manager – Monteverde Resort and Hotel– Monteverde- Lebanon**
- Manage the hotel’s operation
  - Responsible for the hotel room division
  - Responsible for the end of day bills and financial reports.
- 2018–2019      Petrol Station Owner – La Martine      Ras El Maten - Lebanon**
- Purchasing and stock manager
  - Follow up with the employees
  - Handle financial statements and employees’ salaries
- 2007–2015      Acting Sales Manager –Toyota– Abdullah Abdulghani & bros -      Qatar**
- Welcoming guests and make sure guests are satisfied
  - Handling phone calls and customers’ feedbacks
  - Responsible for financial records and billing
  - Dealing with guest’s and employees’ conflicts
- 2001–2006      Front Office Receptionist – Intercontinental Phoenicia Hotel      Beirut, Lebanon**
- Welcome guests and guide them to areas
  - Check in and out
  - End of day financial statements

## **CERTIFICATES and SKILLS**

Communication- Direct Sales-Problem solving- Leadership- Teamwork- Time management- Decision making- Creativity- Negotiation- Customer satisfaction.

## **TRAININGS/CERTIFICATIONS**

TQM(Total Quality Management)- UFO(Up Selling Front Office)- Hotel Orientation- Telephone Techinques- Be my guest- Fire Training

<b>COMPUTER SKILLS</b>	Good literacy in Microsoft Word, Excel, PowerPoint and Internet research
<b>LANGUAGES</b>	Fluent in Arabic and English (Speaking, Reading, and Writing)

Effective communication and negotiation skills upon working in a group