



First name: Ali
Last name: Doulany
Gender: Male
Marital status: single
Citizenship: Lebanese
Date & place of Birth: 30/10/1995 Beirut/Lebanon
Address: Beirut-Lebanon
Telephone number: +96178900397
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EDUCATION: _____
July 2014: Lebanese baccalaureate-sociology and economics (SE) Beirut
Lebanon second year university Business management Lebanese university

COMPUTER SKILLS: _____
MS: 'Word, Excel, PowerPoint, outlook', POS, Navigator, Store operation, Fidelio, Opera, PMS.

LANGUAGES: _____
English, Arabic and French (written and spoken)

EXPERIENCE: _____

Position: Front Desk Representative/Night auditor

Company: Dusit Hotel Salawa

location: Doha Qatar

- welcoming the Arrivals
- Check in and check out
- Confirm booking details
- Confirm booking details
- Check and prepares the night reports
- Rooms assessments
- Cross training certificate sales and marketing executive
(From July 2024 until August 2025)

Position: Relationship manager /Sales executive

Company: Smart Technology LTD

location: Dubai United Arab Emirates

- Greeting the clients when they visit the office
- Explained the company service /Benefit
- Call the lead's and convince them
- Send marketing email with the company profile
- Arrange meeting in the office and outside the office and close the deals
- Provide high standard of customer services 24/7 support
- Made seminar in the office to increase the sales and the potential clients
- Made videos to assist the marketing team and to introduce our products
- Made zoom meeting worldwide to explain the facility and company service
- Reporting the management directly

(From January 2023 until December 2023)

Position: Reception/Front Desk Representative

Company: Ibis Style &Grand Mercure Dubai Airport Hotel

location: Dubai United Arab Emirates

- welcoming the Arrivals
- Check in and check out
- Send online payment link
- Check the credit limit report
- Confirm booking details
- Confirm billing details
- Check the traces/Alerts/Preference
- Room assignment for VIPs Guest and for the Groups
- Handling CID system in /out Data and making system control
- Reserved airport drop off and pick up and give the guests late check out and upgrade the guests upon room availability

(From July 2021 until December 2022)

Position: Night Auditor/ Reception

Company: Markazia Suites Hotel Downtown
Beirut

- Check in and check out
- Upselling rooms and breakfasts
- confirm booking details
- Check the traces & the alerts upon check in/Check out
- Check the POS and make new reservation for the POS (Visa, Master, Maestro) (lost interface, Cash checking).
- Check the arrivals and the Covering e mail and number of Pax
- Check F&B invoices and the Front office invoices.
- Check the rate variance report with the credit card report and the Manager flash
- Check micros report and make comparison between micros report and opera report (revenue)
- Check the policy of the booking in case of no-show
- Filing the RC and the F&B invoice.
- Send authorization letter to guaranty the booking
(From September 2018 until may 2021)

Position: Night Auditor/ Night Manager

Company: Royal Tulip- Achrafieh
Location: Beirut-Lebanon

- Check in and checkout
- Open Pm account
- Room assignment
- Sending daily Report to the finance office (Daily revenue report, Parking revenue, Taxi revenue, Credit card withdraw)
- Check the reservation policy in case of no-show
- Confirm the Booking Details
- Sending confirmation letter to the guests by e mail
- Reporting directly the management and the FOM.
- Check the LPOs covering (Daily Arrivasl)
- Cash Control on Duty
- Give the Guests all the information About the Hotel facility during his stay
- Send authorization letter by email to guaranty the Hotel Booking in case of no-show

(From February 2017 until February 2018)

Position: front office operator /front desk

Company / institute: Golden Tulip hotel

Location: Beirut-Lebanon

- Answer the incoming and outgoing phones as per Hotel Stander's
- Take the food orders from the guests and give to the room service
- Take housekeeping orders and front office orders
- Upselling to increase the company revenue
- Open check and close the check and void in case of any duplicated (Micros)
- Check in /Check out
- open pm Account
- Move from room to room
- Upgrade the regular guests to make sure are satisfied
- Transfer Transaction from room to room or transfer to Pm account take preauthorization from the Guests
- Check the emails and action it and reply.

(From March 2016 until May 2017)

Position: Training front office operator /front desk

Company /institute: Radisson blue Martinez (Carlson Rezidor hotel Group)

Location: Beirut-Lebanon

- Answer the internal and external calls as per hotel Stander
- Check in / check out
- Night audit Orientation/General Orientation
- Check in and checkout confirm booking details
- Take reservation on the desk
- Confirm billing details
- print the welcome letter to the guests
- Send rooms Amenities
- Training safety and security
- Training green key
- Training responsible business

(From October 2015 until February 2016)

(Reference upon request)

