LANA HASAN

BUSINESS ADMINSTRATION

Education

Bachelor of BUSINESS ADMANSTRATION

Applied science private university

2024-present

DIPLOMA IN HOTEL MANAGEMENT

Luminous technical university college

Graduated-
2022

Training&Certifications

• **Soft Skills** – **2022**
Developing personal skills and effective workplace communication. Certified
Lean Management – 2023 | Patrons Consulting Enhancing operational efficiency, reducing waste, and increasing productivity. Certified
• **Project Management Professional (PMP) – 2024 | Patrons Consulting**
Professional project management using modern methodologies and strategic planning. Certified
Business & AI – 2025 | Patrons Consulting Integrating artificial intelligence into business development and smart decision-making. Certified

Skills

Strong sales and persuasion skills
• Branch and team management
• Leadership and decisionmaking
• Customer service and hospitality
• Employee training and motivation
• Effective communication
Time management and task organization
• Working efficiently under pressure
• Adaptability and quick learning
• Microsoft Office proficiency

language

Arabic

English

lanaklawe9@gmail.com

00962799021626

Amman,Jabal Alqalaa

Profile

Ambitious and outstanding young professional with extensive experience in hospitality, management, promotion, and sales. Highly skilled in persuasion and building successful customer relationships, with strong organizational and leadership abilities to manage teams and motivate them to achieve optimal results. Known for positive energy, achieving sales targets, and performing efficiently under pressure. Seeking to advance my career in business management and customer service while contributing to the growth of any organization I join.

Work Experience

BRANCH MANAGER-THE DELI

2022
2025

- Managed daily branch operations ensuring high service quality
- Trained new employees and enhanced team performance.
- Monitored sales and inventory, achieving monthly targets.
- Improved customer experience and satisfaction.
- Increased sales and optimized team performance.

Barista – Dar Na'ma

2022

- Prepared hot and cold beverages to high standards.
- Delivered friendly and exceptional customer service.
- Contributed to sales growth through smart product recommendations.

Barista – Beit Baldna

2022

- Professionally prepared beverages and directly served customers
- Created a positive customer experience encouraging repeat visits.
- Maintained product quality and hygiene standards.
- Developed and updated the menu to introduce new items and enhance offerings.
- Prepared a variety of desserts and pastries, ensuring high quality and presentation.

Promoter

2021
2022

- Executed field promotional campaigns for various companies.
- Presented products attractively and encouraged customer purchases.
- Built strong customer relationships and achieved sales goals.

Sales-Time world

2026

* Provide personalized customer service and recommend watches based on customer needs.
* Drive sales through effective communication, product knowledge, and persuasive selling techniques.
* Consistently achieve sales targets and contribute to branch performance.
* Perform watch sizing and bracelet adjustments to ensure customer satisfaction.