



Maher Issa

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Summary

- Looking for an exciting and dynamic role where I can utilize my skills and experience to drive tangible results. Passionate about joining an organization that fosters a culture of innovation, continuous learning, and personal growth.

Experience

- Rotana Afamia Resort/ Syria, Lattakia** 2018 - 2020
Front Desk Agent
 - Processed new bookings via Opera system, ensuring accurate data capture.
 - Generated weekly occupancy reports, analyzing trends and making careful adjustments to maximize revenue.
 - Controlled the front desk operations, supervising a team of receptionists and ensuring smooth day-to-day activities.
 - Assisted in coordinating VIP arrivals and departures, ensuring a personalized and memorable experience.
 - Directed and operated multi-line telephone system, efficiently handling inquiries and directing calls.
- Haroun Hospital/ Syria, Lattakia** 2020 - 2021
Medical receptionist
 - Greeting patients and their loved ones when they come for appointments.
 - Answering phone calls and emails from patients.
 - Filing medical records and other documents.
 - Calling patients to remind them of their appointments.
 - Using a computer, medical office software, and other technology to keep information organized and up-to-date.
 - Processing payments from patients.
- J5 Hotel Port Saeed/ UAE, Dubai** 2022 -
Front Desk Receptionist
 - Operating fast and smooth guest check-ins and check-outs and providing exceptional customer service.
 - Handling phone calls, inquiries, and reservations, resulting in increased occupancy rates.
 - solving guest complaints promptly and high effectively.
 - Making completely detailed daily reports.
 - welcoming guests upon arrival and providing warm greetings.
 - Assisting the guest with various requests to make sure guest is satisfied.
 - performing night audit duties and preparing reports for management review.

Achievements & Awards

- Developed and maintained relationships with corporate clients, resulting in a 25% increase in corporate bookings.
- Reduced the complaints log by 40% within 6 months of joining the company.
- Addressed alone 32 check out and 16 check in within 8 continuous hours in the high season.
- I have got the most loved receptionist for 2 times.
- Increased the positive and special reviews on booking.com, Tripadvisor and google by 15%

Skills

- Organizational skills. • Multi-tasking. •Prioritizing. • Time management. •Detail-oriented. • Collaboration. •Conflict resolution. • Adaptability. •Dependability. • Administrative skills. •Planning. • Communication. • Empathy. •Arabic and English speaker. • Marketing. •VOIP phone systems.

Education

- Tishreen University** 2016
English literature/ Bachelor degree
3.50
- Tishreen university** 2020
Faculty of economics/ Bachelor degree
3.75