



Zakaria Boudraa

Assistant Supervisor

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Dubai, United Arab Emirates

Career Statement

Dedicated and detail-oriented professional with 3 years of experience in customer service, cash handling, and front desk management. Proven ability to manage high-volume transactions with accuracy and efficiency. Adept at providing exceptional service to clients and maintaining a welcoming environment in both cashier and receptionist roles. Seeking to leverage skills and experience in a dynamic environment where customer satisfaction is the priority.

Work Experience

May 2024 – Present

Assistant supervisor of Fruit and Vegetable Section

Bismi Wholesale, khawaneej Dubai, United Arab Emirates

- Printing and labelling the barcodes of the products.
- Making sure that all the products we ordered are available.
- Displaying the products, checking all the products displayed if there is anything in bad condition.
- Assisting customers with anything they want to inquire about.
- Checking all the prices to make sure they are available and making sure that there are no prices that have changed, if they have changed, I change them.
- Checking the stock and writing the order for the next day.

2022 – 2023

Receptionist

Hotel Alkheyam, Algeria

- Served as the first point of contact for clients, answering and directing phone calls and greeting visitors.
- Managed scheduling and appointments, ensuring a smooth and organized flow of daily operations.
- Performed administrative duties such as filing, data entry, and handling correspondence.
- Maintained a clean and welcoming reception area, ensuring a positive first impression for clients.
- Assisted in the coordination of office events and meetings, including room bookings and catering arrangements.
- Handled confidential information with discretion and professionalism.

2021 – 2022

Cashier

Ibis Hotel, Algeria

- Assisted customers with billing inquiries, providing clear and concise information on charges.
- Ensured the balance of cash registers at the beginning and end of shifts.
- Maintained a clean and organized cashier station, ensuring all supplies were readily available.
- Resolved customer complaints promptly, enhancing overall customer satisfaction.
- Prepared daily financial reports, ensuring all records were accurate and up-to-date.

Education Background

2021

Diploma in Office Computing

Numidia School, Constantine, Algeria

2020

Diploma Hospitality and Tourism

Jardin Secret School, Algiers, Algeria

SKILLS

- Customer Service
- Computer skills
- Time Management
- Multitasking
- Administrative Skills
- Analytical Thinking
- Microsoft Office Package

Languages

Arabic: native

French: advanced

English: advanced