



Contact

Phone

+971 52 605 4134

Email

fahd.sallam2906@gmail.com

Address

Al Quoz, Dubai

Education

GENERAL DIPLOMA IN EDUCATION

Teaching Methods (Philosophy & Sociology)

September 2011

College Graduate

Bachelor of Arts in Philosophy

2008

Personal Details

Nationality: Egyptian

Passport Validity: 19/11/2026

Employment Visa: Employment

Marital Status: Single

Religion: Muslim

Height: 5'10

Fahd Mohyeeldin Mohamed Sallam

Customer Service Representative

Experienced professional with a background in education, customer service, concierge services, and driving. Skilled in helping people, organizing tasks, and getting things done efficiently. I'm great at working with diverse groups and solving problems quickly. I'm passionate about providing top-notch service and making sure everyone's needs are met. Ready to bring my expertise to your team and help drive success.

Experience

Dubai Airport Representative

First Security Group I Dubai, UAE

2022-present

- Providing relevant information to the passengers and directing them to the correct counter or terminal.
- Offer guidance and support to passengers with special needs, including elderly passengers, unaccompanied minors, and individuals with disabilities.
- Greet passengers with a friendly demeanor and provide assistance with check-in procedures, baggage handling, and boarding processes.
- Address passenger inquiries and concerns in a prompt and professional manner, striving to enhance the overall travel experience.
- Assist passengers with inquiries regarding flight schedules, airport facilities, transportation, and other travel-related information.
- Address and resolve passenger complaints and issues promptly, providing suitable solutions or escalating to higher authorities when necessary.
- Assist passengers in case of flight delays, cancellations, or other disruptions, providing information and support as required.

Concierge

Four Points by Sheraton-Jordan

2019-2021

- Welcome guests or residents upon arrival with a warm and friendly demeanor, assisting with check-in procedures and luggage handling as needed.
- Act as a liaison between guests or residents and various service providers, ensuring seamless communication and coordination of requests.

Language

- Arabic (Mother Tongue)
- English (Conversational)
- Russian (Basic)
- Urdu (Basic)

- Serve as a knowledgeable resource on local attractions, events, restaurants, and transportation options, offering tailored recommendations based on guest preferences.
- Answer phone calls, emails, and in-person inquiries promptly and courteously, providing accurate information and addressing concerns or requests effectively.

Waiter

Golden Fork Restaurant-Jordan
2017-2019

- Greet customers warmly upon arrival and guide them to their tables.
- Accurately take orders from customers and relay them to the kitchen staff.
- Set up tables with appropriate place settings, utensils, and condiments before the start of service.
- Clear tables and reset them for the next guests, maintaining cleanliness and organization in the dining area.
- Assist in maintaining the overall cleanliness and appearance of the restaurant.
- Prepare and present bills to customers, handle cash, and process credit/debit card payments accurately.
- Work closely with kitchen staff and other waitstaff to ensure smooth operation and timely delivery of food and beverages.
- Follow all health and safety regulations and food handling procedures.

Teacher

Umar Bin Abdelaziz-Jordan
2016-2017

- Develop and implement a comprehensive biology curriculum that meets state and national standards.
- Utilize a variety of teaching methods and resources to accommodate different learning styles and abilities.
- Assess student progress through assignments, exams, projects, and laboratory activities.
- Create a positive and inclusive classroom environment that encourages student participation and fosters a love for learning.
- Maintain accurate and timely records of student performance and attendance.
- Communicate regularly with students, parents, and colleagues regarding student progress and any areas of concern.
- Supervise and guide students during laboratory experiments, ensuring a safe and productive learning environment.

References will be available upon request