



MOHAMED ALI

Receptionist

 0581380894

 gypsytahrir@gmail.com

EDUCATION

Bachelor of Education
South Valley university

SOFT SKILLS

- Communication Skills
- Multitasking
- Technical skills
- Interpersonal skills
- Initiative and problem-solving abilities
- Dependability
- Resistance to Stress
- Reliability
- Handling guest requests
- Organisational skills
- Complaint handling
- Attention to detail

LANGUAGE

- Arabic Native
- English very good command
- Russian B1, Good beginner

PROFILE

Diligent Receptionist with 9 years of experience in the hospitality industry. Skilled in greeting and assisting clients, scheduling appointments and answering phone calls and emails. Adept at working with databases, problem-solving and coordinating activities. Exceptional communication skills and impressive body language

EXPERIENCE & DESCRIPTION

Receptionist at sunwing water world hotel 2012 – 2013

Receptionist at Dawar el Omda hotel Elgouna 2014 – 2015

Customer service at hurghada international airport 2015 – 2023

- Managed and scheduled 2 calendars and answered an average of 300 inquiries per week
- Greeted 200+ people daily, as well answered an average of 50 daily calls and emails
- Ensured hotel guests feel comfortable by providing exceptional customer service.
- Achieved 90% positive feedback from long-term clients.
- Coordinated and assisted to over 100 people daily.
- Greeting customers with kind and courteous customer service, rather if they need help with the kiosk checking in, checking in baggage at the counter, or just questions about what can be taken through security.
- Handling transactions in a timely manner over sales, delayed, canceled flights, and any issue related to lost/ damaged luggage.
- Running paperwork and taking care of the boarding process in the timely professional manner.
- Provided special services, like a courtesy chair or bag carts, as required.
- Resolving customer requests, questions and complaints frequently requiring analysis of situations to determine the best use of resources JJ

SKILLS & ABILITIES

- Customer Service, Receptionist, Retail Sales, Time Management, Training, Data Entry, Highly Organized, Customer Service.
- Team Building, Team Player, Training, Customer Service, Support Customer Relations.
- Detail Orientated Efficient Multitask-er Fast Learner. Microsoft Word
- technology-proficient, possessing emotional intelligence, having great communication, organizing time well, and adopting an independent approach to work