



# Jamil Redwnian

## Receptionist

United Arab of Emirates • Dubai (971) 506847735 WhatsApp 0521687115 •  
jamil.redwnian@gmail.com •  
linkedin.com/in/jamil-redwanian-b67aa1215/

## SUMMARY

Front Desk Receptionist with 10 years of experience supporting operations in diverse environments. Reliable expert with data entry, customer service, sales, and cash handling who is motivated to Work well as part of a team and communicates promptly and thoroughly with staff and customers. Possessing the ability to implement efficient systems and procedures, build strong professional relationships, and provide exceptional support to teams. My goal is to use my skills and knowledge to help drive the organization towards achieving its maximum potentials

## WORK EXPERIENCE

### ABVIBRATIONCONSULTANT-

*Virtual Assistant*

Feb 2021 – Mar 2024

Calgary, Canada

- Provided administrative assistance to the CEO, which led to a 5% reduction in time spent on administrative tasks.
- Designed organizational solutions for computer files, business, financial, and household records, improving efficiency by 38%.
- Ensured on-time and 99% on-budget completion of the tasks including screening calls, email, calendar management, bill payment, and arranging travel.
- Designed a new planning app schedule for 2 executives, saving 8 hours per week of client's time.

### THE ITALIAN HOSPITAL - *Receptionist*

Jun 2019 – Jan 2021

Damascus, Syria

- Welcome and check in approximately 30 patients per day at pediatrician's office
- Oversee patient scheduling, field 30-50 phone inquiries per day, obtain medical records, and enhance office operations to minimize wait times.
- Maintain records for the patient program for 200+ patients ensuring the accuracy of data and contacting patients for follow-up consultations and test.
- Manage patient intake and discharge documentation, oversee billing and insurance verification, communicate with insurance companies, and create payment plans with patients to reduce past due accounts by 20%.

### SHERATON DAMASCUS HOTEL AND TOWER - *Night Shift Leader and Receptionist*

Damascus, Syria

Jun 2014 – Jul 2019 *Night Shift Leader*

- Supervised the front desk and guest relations for a 480-room full-service the hotel.
- Maintained a comprehensive and detailed record of 400 rooms using OPERA software.
- Trained 50 new team members, fostering strong working relationships that increased front desk productivity by 70%.
- Processed guest payments, contributing to the 98% customer satisfaction rating.
- Managed reservations, guest check-ins and check-outs, guest questions, and 100% of the front desk processes

Jun 2009- Dec 2011 *Receptionist*

- Implemented a digital new Customer records system, which improved record accuracy by 17%, reduced paper costs by 50% and saved over 15 work hours per week.
- Recorded all guest payments, checked for the validity of identification, and processed credit card payments from 50 to 70 in two years.
- Resolved customer complaints in less than 36 hours, earning the employee of the year in 2010 and a conflict resolution award in 2011.
- Created a detailed checklist for invoicing clients used by all receptionists, saving over 12 hours each week.
- Led the onboarding of 2 new receptionists by creating thorough documentation and providing 1:1 training over a 4-week

- period.
- Served as public relations representative for the hotel, registering guests, logging requests, and coordinating resolutions.

BEIT ZAMAN – *Manager on Duty*  
Apr 2013- May 2014

Damascus - Syria

- Managed 60+ weekly online reservations, communicating with guests, answering questions, building rapport, and resolving any post-stay complaints.
- Recommended venues as tourist attractions and arranged guest transportation, increasing hotel revenue by \$2K per month.
- Generated occupancy and revenue reports through Opera, providing crucial data that helped boost room occupancy rates by 14%.

BLUDAN GRAND HOTEL – *Sales Manager*  
Jan 2012 – Mar 2013

Damascus – Syria

- Recommended venues as tourist attractions and arranged guest transportation, increasing hotel revenue by \$2K per month.
- Introduced Calendly for all sales appointments with executives, which increased call rate by 14%.
- Expertly recommended menu items based on customer preferences, contributing to a 19% boost in specialty the hotel order.
- Implemented all reporting features to track daily sales, contributing to a 19% surge in upselling room upgrades and services.

## EDUCATION

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- Professional mini-MBA - Under Ilaf training center
  - Manchester, United Kingdom – Grade: 77 - 2019

## SKILLS

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- Organization and attention to detail.
  - Customer service orientation.
  - Scheduling and calendar management.
  - Excellent written and verbal communication skills.
  - Languages: Arabic (native), English (Advanced)
  - Technical Skills: Word, Excel, Power Point.
  - Certifications: Certified Professional Receptionist, International Association of Administrative Professionals, 2011.
  - Volunteering: Volunteered 20 hours/month at Syrian Red Crescent (2012-2014)