



Medhat El Naggar

Customer Service

Efficiently providing timely response and resolutions to customer issues Actively engaging with customers Enhancing customer's overall satisfaction, Establishing and nurturing long-lasting customer relationships.

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📍 UAE

WORK EXPERIENCE

CUSTOMER SERVICE

Sunrise Arabian Beach Resort

01/2022 - 04/2024

EGYPT, SHARM

Achievements/Tasks

- Personalized Greetings, Anticipated Guest Needs, Guest Feedback, Efficient Check-In and Check-Out, Efficient Problem Resolution.

EK OPERATOR (EQUIPMENT)

DNATA/ EMIRATES AIRLINE

01/2016 - 09/2020

UAE

Achievements/Tasks

- Complies with relevant safety, quality, and environmental management policies, Procedures, and controls to ensure a healthy and safe work environment.
- Day to day prioritized equipment for servicing in terms of mileage. Report all defects to the direct supervisor.

GOVERNMENT RELATION COORDINATOR

TAJ HOTEL DUBAI

01/2015 - 12/2015

Achievements/Tasks

- Processing status change form
- Handling filing section.
- Coordinating with HR Hotels, handling Guest visas, cancellations (Guest/ Colleagues)

ADMINISTRATION

Jumeirah HR Group

01/2013 - 12/2014

UAE

SALES AGENT

Jumeirah Beach Hotel

02/2008 - 12/2012

UAE

Achievements/Tasks

- Assist prospective guests in making room reservations at the hotel, Handling customer complaints and providing exceptional customer service

EDUCATION

Mansoura University/ Faculty of Physical Education

Bachelor Degree in Physical Education

10/2002 - 06/2006

SKILLS

Accountability.

Excellent communication skills.

Positive attitude.

Proactive

Resourcefulness

Product and Industry Knowledge

Effective Listening.

Good organizational and problem- solving skills.

Microsoft skills

Motivation.

Team Player.

Willingness To Learn.

Flexible.

LANGUAGES

Arabic

Native or Bilingual Proficiency

English

Full Professional Proficiency

INTERESTS

Fitness.

Swimming.