

MOATAZ FAISAL HAMED

ADMINISTRATIVE SPECIALIST

CONTACT

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 Dubai, UAE

SKILLS

- Organizational skills
- Communication skills
- Time management
- Attention to detail
- Customer service
- Problem-solving
- Multitasking
- Technical proficiency
- File management

EDUCATION

Bachelor
Al-Zaeem Al-Azhari University-Sudan
2014-2018
Hotel and Hospitality Management

COURSES & CERTIFICATES

- E-Marketing
- Customer Service
- Human Resource Principles
- Teaching People of Determination about the Legend of Sein Language
- Refugee Mental Health

LANGUAGES

- Arabic: Native
- English: Intermediate

PROFILE

Experienced Administrative Specialist with a versatile background in real estate, reception, and customer service. Passionate about finding a challenging position that takes advantage of my excellent communication and organizational abilities to support a team. Ready to deliver exceptional service, streamline administrative procedures, and help drive the organization's growth.

WORK EXPERIENCE

Receptionist

AL Khaleej Palace Hotel Deira-Dubai April 2021- Present

- Efficiently assist guests with check-in/check-out procedures.
- Respond to inquiries and maintain a courteous presence at the front desk. Organize reservations and provide guests with comprehensive information about hotel services.
- Ensure a secure and tidy lobby.
- Work together with other hotel staff to guarantee seamless operations. Promote services to guests and encourage participation in the hotel's loyalty program.

Customer Service Agent

AL Khaleej Hotel -Dubai 2020-2021

- Deliver outstanding customer service through different channels.
- Ensure accurate order processing and tracking.
- Provide assistance with product information and troubleshoot any issues.
- Respond promptly to customer concerns and escalate as needed.
- Communicate effectively through phone, email, or chat.
- Keep detailed records of customer interactions and update accounts accordingly.
- Stay up to date with product updates and changes.
- Collect and document customer feedback.

Real estate agent

Talia properties - Sudan 2018-2019

- Interact with clients effectively to facilitate property sales and rentals.
- Analyze the market and provide clients with current property information.
- Secure optimal deals for clients by negotiating favorable terms.
- Ensure that contracts comply with real estate regulations by reviewing and preparing them.
- Expand connections by networking with industry professionals.
- Educate clients on real estate investment options and processes.
- Maintain accurate transaction records and manage administrative tasks.

Sales Supervisor 2016-2017

- Inspire and guide the sales team to reach their targets.
- Monitor and maximize sales performance to achieve business goals.
- Uphold high standards for customer service.
- Create and execute effective sales strategies.
- Produce reports on sales figures and provide analysis.
- Conduct performance evaluations and acknowledge outstanding achievements.