# JEAN PIERRE MIKHAEL

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**P R O F I L E S U M M A R Y**

**Experienced Service Desk Support** excelling in liaising between visitor and technical areas to achieve on-time, registration forms & badges completions through Web Technologies, Operating Systems, MS Office, Software & Systems

Strong fundamental understanding of Web technologies, Operating Systems, MS Office, Software & Systems

Successfully merged visitor needs with badges, lanyards, registration forms & considerations to meet visitor’s requirements

Provided visitors solutions to drive process improvements, sell, competitive advantage, change and bottom-line gains

Mitigated careful analysis of registration forms & visitors. Anticipated and managed change effectively in rapidly evolving badge registration forms

Skills in problem solving coupled with effective decision making for enabling effective solutions leading to high visitor’s satisfaction & delivering typing services quickly to the visitors

A diversity conscious individual with sound cross-cultural communication, problem solving skills and strong attention to detail and focus on task completion

Currently based in Sharjah, UAE. Available to relocate to Dubai, UAE with immediate notice.

# A R E A OF E X P E R T I S E

Badge Printing Quick Delivery Service Service Assurance Visitor Registration Technical Support Teamwork

Online Services Visitor Service Scanning

# O R G A N I S A T I O N A L E X P E R I E N C E

**Nov’18- Feb’23 Vibes Events, Dubai, UAE as Service Desk**

**Mar’16-Nov’18 Vibes Events, UAE as Scanner**

**Mar’15-Mar’16 Vibes Events, UAE as Fastrack Lanyard Usher**

Vibes Events was created in 2007 as a staffing solution agency for event organizers, brands and government authorities, providing them with highly experienced and reliable freelancers for a wide range of related services on short-, mid- and long-term basis. Vibes major milestones include the recruitment and management of 1,600 event staff during the historic Pope Visit to Abu Dhabi, and 2,500 for the 6-month AFC event & activations.

**Key Skills & Career Responsibilities:**

A Passion for the industry providing great excellent visitor service, Organized, & a great team player with positive, collaborative attitude, eagerness & willingness to learn from it.

Experienced in preparing, selling, receiving & guiding the visitors documented printed badges along with QR Code App Store Download, QR code Registration & printed exhibitions maps etc. within the badges that gets offered & delivered by the Organizers using Internet Explorer, Play/App Store, Lead Retriever Scanner, QR Code Scanner & HP Printer.

Receiving Phone calls from visitors & helping them regarding to their badge registrations, account & registration issues etc.

Highly level of organization, capabilities with developed interpersonal skills, keeping an eye for detail responsible & reliable achieved by continuously providing exceptional visitor service with improvement & adaptability to change in all fields of employment. 

Excellent organizational skills, time management, strong Competency, typing, Punching & touching skills highly fast predictive speed 60WPM & above in Microsoft Word, & Internet Explorer.

Strong critical thinking, analytical, accounting, creative, positive mind set, innovative, sustainable, dynamic, quick-witted, fast, punctual, multi-skilled, multi-cultured, Persistent, ·High level of responsibility, diligence, results-oriented, Self-Driven, Self-Motivated, ambitioned, Self-motivated, Proven skillset in visitor Service, hungry for success, independent problem solving, hardworking, leadership, teamwork, inquisitive, social, public relations

 Strong interpersonal, communication, flair creativity & problem-solving skills.

Physically fit, well-groomed and looking nice.

Willing to travel outside UAE when the business demands & willing to work weekends, evenings and holidays as required by business needs.

Passion to learn with a go-getter attitude that can just get things done.

Ability to work fast with long hours, including working any given shifts cohesive, flexible & collaboratively with fellow colleagues as part of a team.

Ability to understand and apply visitor needs & wants based on his or her choice quickly on the badge type he or she wants, order and easily and efficiency throughout maintaining positive attitude.

Active listener; listens to what visitors are saying both directly and indirectly according to their needs & wants

Directs information/concepts clearly and logically, verbally and in writing with proofs & Sources.

A professional manner with the Ability to work & multitask well under pressure in a fast-paced environment to meet deadlines, & achieve results according to visitor’s needs & wants based on his or her choice quickly on the badge type he or she wants & orders.

Warm, Welcoming, helping, assisting & caring personality towards visitors in both Arabic, English, & French

Excellent typing, Punching & touching skill predictive speed 60WPM & above in MS Word, Internet Explorer, Micros, Opera, POS System, EDC machine & Tally Software in Arabic & English.

Selling, Scanning, Typing, Printing & Folding badges to the Visitors, Media, Press, VIP Etc. in through QR Code & Online Registration form using Internet Explorer, Play/App Store, Lead Retriever Scanner, QR Code Scanner & HP Printer.

Collaborated with visitors, partners, and internal teams to ensure successful implementation of solutions. Scanning All Visitors Badges Before Entering Exhibitions Halls Using Lead Retriever Scanner.

Guiding Visitors of the printed in badge in such as QR Code App Download through google play store/app store, QR code badge registration, map of exhibitions, lounges, parking areas, restrooms etc. within Dubai world trade center that gets delivered from the organizers.

Filling details of the visitors & visitors such as their name, age, nationality, email etc.

Scanning visitors & visitors QR Code that they received from their cell phone to get their badges printed

Scanning visitors & visitors QR Code before they enter the exhibition halls using their badges & their cell phones

Receiving Phone calls from visitors & helping them regarding their badge registrations, account & registration issues etc.

Follow company’s rules & regulations accordingly

# T E C H N I C A L S K I L L S

Web Technologies: Internet Explorer

Operating Systems: Windows, MacOS, Android, Linux, & Ubuntu

MS Office: Microsoft Word

 Software: Google Play Store, App Store, TallyPrime, QR Code, 2D/3D Maps, & OPERA PMS

Systems: Lead Retriever Scanner, QR Code Scanner, HP Printer, EDC Machine & MICRO POS System

# C E R T I F I C A T I O N S

BBA (Bachelor of Business Administration) in Information Systems from Skyline University College

IELTS (International English Language Testing System) Certified “Advanced in English Level”

Certificate of Internship training (Social Media Executive) from Spica Software

# A C A D E M I C D E T A I L S

 BBA (Information Systems) from Skyline University College, Sharjah, UAE is ranked #1 in Asia (GPA 2.13)

Date of Birth: 11, Oct, 94

Languages Known: Arabic (Native), English (Fluent), French (Conversational)

Notice Period: Immediately

Does not have a driving license

References available upon request