

SUMMARY

Experienced front desk agent with a passion for delivering exceptional customer service. Proven ability to provide a warm and welcoming experience to guests from all walks of life. Skilled in handling reservations, managing check-ins and check-outs, and responding to guest requests and inquiries. Strong communication and problem-solving skills, with the ability to work well in a team environment. Adept at multitasking and prioritizing tasks in a fast-paced hospitality setting



SAMAH KHALIL

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Dubai

LANGUAGE

- English (perfect)
- Arabic (native)
- German (beginner)

EDUCATION

- Bachelor of law
- Institution: Damascus University - college of law
- Year of Graduation: 2020
- Currently Master's of law in Damascus University

SKILLS SUMMARY

- Excel and Microsoft
- Proven experience as an Administrative Assistant, Virtual Assistant or Office Admin Assistant
- Knowledge of office management systems and procedures
- Working knowledge of office equipment, like printers and fax machines
- Proficiency in MS Office (MS Excel and MS PowerPoint, in particular)
- Excellent time management skills and the ability to prioritize work
- Attention to detail and problem solving skills
- Excellent written and verbal communication skills
- Strong organizational skills with the ability to multi-task
- High School degree.
- Independence
- Time management
- Attention to Detail
- Problem-solving

EXPERIENCE

Currently Front office Agent Hilton Garden Inn cluster with Embassy suites by Hilton UAE 2024 (pre opening) ONQ System (FOS in charge)

Perform task as Guest service agent, and perform tasks assigned by front office manager. recognize Hilton honor by using GREAt Respond to inquiries and complaints by using HART to achieve maximum customer satisfaction.

Doing Night Run and night in charge

Answering phone calls and responding to emails and messages through Kipson from customers who are interested in making reservations or have questions about their reservations or about them benefit as Hilton owner member

Providing customers with information about Hilton brand and enrolling the Guest and informing the guest his benefit the hotel's accommodation options, rates, and amenities.

using ONQ

Processing reservations, cancellations, and modifications using reservation software. Upselling rooms and packages to guests to increase revenue.

Front office Receptionist & Assistance HR in Dibba Mountain Park hotel & resort In UAE 2022 (pre opening) opera system

providing clerical and administrative support to Human Resources

compiling and updating employee records (hard and soft copies)

Deal with employee requests regarding human resources issues, rules, and regulations Receiving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately

Greet and welcome guests as soon as they arrive at the hotel.

Ensure reception area is tidy and presentable, with all necessary stationery and material.

Process check-in and check-out transactions for guests to room while receiving all pertinent information accurately.

Perform task assigned by front office manager.

Respond to inquiries and complaints in an efficient, courteous and professional manner to achieve maximum customer satisfaction.

Answering phone calls and responding to emails from customers who are interested in making reservations or have questions about their reservations.

Providing customers with information about the hotel's accommodation options, rates, and amenities, using opera and change the codes in opera

Processing reservations, cancellations, and modifications using reservation software. Upselling rooms and packages to guests to increase revenue.

Front office Agent, Sheraton Hotel. 2017 -2020

a passionate host who always keeps the well-being of my guests in mind through my empathetic and authentic

Flexibility · Host mentality · Empathy · Team player · PC affinity

· Commitment experience at a hotel receptionist

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Lawyer 2020 -2022

Conduct legal research investigations, review records, manage documents, and prepare for trial

Gathered and analyzed laws.

Dealing with clients and guide them and provide them with the information they need and solve their problems and protect them

Follow up clients and follow up their cases in court and write legal petitions

Assisted with litigation on criminal cases.

Conducted depositions. Cataloged evidence.

Prepared witnesses prior to trial

Helped senior partners draft briefs.

Managed active document files for corporate law firm.