



Mr. FARAH NACEUR

ADMIN ASSISTANT FRONT OFFICE

PERSONAL SUMMARY

Professional and knowledgeable front office admin Receptionist versed in administrative support and customer service .offering years of experience managing company reputation with customers. Highly efficient and accurate with strong planning , problem solving and communication skills dedicated to maximizing customer satisfaction and exceeding business objectives with organized approach and strong multitasking abilities. Driven front desk agent highly skilled in managing reservations telephone calls and customer inquiries competent in keeping guest needs balanced with business targets highly organized in handling administrative functions smooth and efficient multitasker and planner polite and positive with exceptional telephone etiquette unsurpassed mathematical skills and ability to handle all front office operation

Skills:

Problem-solving computer skills, word, excel, opera Problem-solving French, English, Arabic fluency

CONTACT DETAILS

M: +971 562 0562 39

E: NKIN2010@GMAIL.COM

DOB: 23/10/1990

UAE Driving license: Light Vehicle

EXPERIENCE

ASISTANT FRONT OFFICE-ADMIN - MAJLIS

GRAND MERCURE ABU DHABI DECEMBER 2017-present Prepared daily guest reports and determined room availability. Ensured proper coding of guest information in hotel database. Monitored guest comments and feedback to determine areas for improvement, Initiated efficient check-in and check-out procedures. Answered guest inquiries in person via phone and through emails. Coordinated with cleaning and maintenance staff to ensure that all rooms were clean Ensured optimal levels of customer satisfaction and communicated with guest on same.

CUSTOMER SERVICE REPRESENTATIVE Arabian

Automobiles Company LLC Ras Al Khor Dubai 2015/2016 Knowledgeable and dedicated customer service professional solid .team player with outgoing positive demeanor and proven skills in establishing rapport with client. Motivated to maintain customer satisfaction and contribute to company success specialize in quality speed and process optimization articulate energetic and results oriented with exemplary passion for developing relationships cultivating partnerships and growing businesses

HR COORDINATOR Clinic Ibn Nafis Marrakec26/05/2012

01/10/2014 Assist with all internal and external HR related inquiries or requests. Maintain both hard and digital copies of employees' records. Assist with the recruitment process by identifying candidates, performing reference checks, and issuing employment contracts Schedule meetings, interviews, HR events and maintain agendas. Perform orientations and update records of new staff. Keep up-to-date with the latest HR trends and best practice Produce and submit reports on general HR activity.

CALL CENTER AGENT+SALES Group Jamai Real

Estat2010/2012 Answer incoming calls and respond to customer's emails. Management and resolve customer complaints handling and resolving customer complaints, providing customers with the organization and product information following up complicated customer calls where required responding efficiently and accurately to callers explaining possible solutions and ensuring that client feel supported and valued making sales or recommendations for products or services that may better suit client needs

EDUCATION

01/01/2011**DIPLOMA HOTEL MNAGMENT**, INSTITUT TECHNOLOGIE HOTEL TOURISTIQUE, MOROCCO

02/03/2009 **BACHELOR DEGREE** MANAGEMENT IBNO ZOHER MOROCCO

20/06/2006**CERTIFICATE INSTRUCTOR C (B)**