



Mohsen Sabra Mohamed Edriss

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Summary

- **Nationality:** Egyptian
- **Social Status:** Married
- **Date of Birth:** 06/11/1991
- **Current Location:** Abu Dhabi
- **Visa Status:** Resident Visa

Work Experience

Oct 2019 – Till Now



CID Receptionist at Emirates Palace Hotel

(Abu Dhabi) (Outsource Securiguard Middle East Company)

Increasingly recognized for creating some of the world's most sought-after properties, the Group provides 21st century luxury with oriental charm. Above all, Mandarin Oriental is renowned for creating unique hotels through distinctive design and a strong sense of place, luxury hotels right for their time and place. The Group regularly receives international recognition and awards for quality management and legendary service hospitality.

- Translation for visiting and in house guest Delegation and government officials and Arabic speakers and directing them.
- Update promptly (within two hours from guest arrival or departure) all guest inform action in the CID system (check in & check out).
- Follow all relevant Front Office procedures linked to the CID system.
- Inform promptly the Manager or Supervisor whenever there are issues either with the system or with The data collected by the reception team
- Maintain the CID log book every shift reporting the system status, count and any issues needs to be Handed over or followed up.

May 2018 - Aug 2019



Front desk Agent at Ministry of Foreign Affairs
(Dubai) (Outsource Securiguard Middle East Company)

The Ministry of Foreign Affairs and International Cooperation reflects the bright face and character of the UAE's society. It serves as a window to the outside world, communicating the thoughts and vision of the UAE leadership, asserting the values of peaceful co-existence, and lending assistance to all those who might need it. Furthermore, the Ministry also the importance of attaining global peace and amicably resolving international disputes through dialogue and legal arbitration.

- Respond to customer contacts and answer their queries.
- Receiving and delivering mail from consulates and diplomatic and governmental Bodies of the ministry.
- Organizing the entry of official and non-official visits to the Ministry.
- Coordinating with ministry staff and working under one leadership team.
- Facilitate the consulates business in coordination with the ministry.
- Review customer papers in the Reception and directing them with the documents Required for attestation in the ministry.
- Answer calls and replies to e-mail messages.
- Document all contact information according to standard operating procedures.

MAY 2017 - MAY 2018



Security Officer at Pullman Hotel Jumeirah Lakes Towers Dubai

(Dubai)) (Securiguard Middle East Company)

Pullman Hotel Jumeirah Lakes Towers Dubai Centrally located in a dynamic area, the hotel is a marquee location for discerning travelers. With 3 eclectic restaurants including an al fresco shisha lounge, a design, Seasons - all day dining restaurant and a traditional Italian restaurant, the hotel is a sure choice for food enthusiasts. The Fit & Spa lounge on the 34th floor with stunning views of the city and the rooftop pool makes for a perfect fitness destination. Business does not go ignored with 11 meeting rooms at your disposal.

JAN 2015 - JAN 2016



Security Officer at Kaminski Hotel & Residences Palm Jumeirah
(Dubai)

Professional Skills

- Very good usage of technology and internet
- Strong knowledge on Opera PMS
- Punctuality and Hard working
- Flexibility and priority managing ability
- English language good speaking & Writing
- Team work

Education

Sep 2011 - Jun 2014

Bachelor of Science and Education, Department of (Biology Al-Azhar University Department of Biology)

IT Skills

- **Windows & Office tools**
 - Install Windows and programs for Windows drivers and applications
 - Office applications Expert (Excel – Word - PowerPoint - Access - Outlook)

Languages

- **Arabic** (Fluent)
- **English** (Working knowledge)