



Mahmoud Al Saies

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PROFILE

My reliability, communication skills and friendly nature are personal assets I would bring to the work. I have 7 years experience in organizational work and administration and an ability to work independently. I am also, professional with great time-management and multitasking abilities. Beside that, I hold a bachelor degree in English literature

PERSONAL INFORMATION

- Nationality: Jordanian
- Date of Birth: 17-04-1992
- Syrian Driving License Type B

WORK EXPERIENCE

East Med Crops (E.M.C) Oct 2020 — Oct 2021

Correspondence Coordinator & Executive Secretary

Location: Damascus-Syria

- Handle all outgoing or incoming correspondence (e-mail, letters, packages etc.)
- planning appointments, board meetings, conferences.
- Make travel booking
- Data entry
- Prepare documents and correspondence such as damage claims, credit and billing inquiries, invoices, and service complaints.
- Prepare documentation for contracts, transactions, or regulatory compliance.
- Prepare business correspondence.
- Compile data from records to prepare periodic reports.
- Compile data or documentation.
- Type acknowledgment letters to persons sending correspondence.
- Maintain files and control records to show correspondence activities

Picasso Coffeeshop Oct 2019 — Jan 2021

Owner/ Operation Manager

Location: Damascus-Syria

- Recruiting, training, and supervising staff.
- Preparing weekly work schedules for staff and finding suitable replacements in cases of staff absence.
- Ensuring that all expenses are within budget and identifying ways to decrease operational costs.
- Receiving delivered supplies and verifying that the correct items and quantities have been delivered.
- Taking inventory supplies and ordering new stock as needed.
- Resolving customer complaints regarding food quality and customer service.
- Suggesting new menu items based on customers' preferences and feedback.
- Identifying strategies to retain and attract customers.

Pub Sharki Lounge
Bar Lounge & Hospitality Manager
Location: Damascus-Syria

Oct 2018 — Oct 2019

- Directs and organizes the activities of the bar and lounge to maintain high standards of beverage quality
- service and marketing to maximize profits through outstanding customer service and ensuring guest satisfaction.
- Keeping the bar running smoothly by handling day-to-day operation.
- Managing resources, employees, and creating a safe and fun environment for staff and patrons.
- Coordinating daily hospitality activities and operations.
- Supervising staff members and adhering to a high level of customer service.

Private
English Tutor
Location: Damascus-Syria

May 2017 — Nov 2021

- Create lesson plans for students.
- Grade student essays and tests.
- Encourage students to read out loud.
- Write progress reports for students.
- Create tests for students.
- Assign essays and homework to students.

80's Bar
Bar Captain
Location: Damascus-Syria

Sep 2017 — Oct 2018

- Direct and supervise the service team to ensure that all duties are performed as per standards
- provide professional and customer focused service to our guests.
- ensuring their stay will become a memorable experience and your role will include key responsibilities.
- Perform all necessary tasks to service food & beverage
- Acquire in depth knowledge of the food & beverage menu of the assigned outlet in order to assist and provide advice to guests.

Travel King
Travel Agent
Location: Damascus-Syria

Jun 2015 — Aug 2017

- Promoting and marketing the business.
- Dealing with customer queries and complaints.
- Providing advice about visas or passports.
- Managing budgets.
- Maintaining statistical and financial records planning.
- Selling holidays and insurance.
- Meeting and achieving profits or sales targets.
- Preparing promotional materials and displays.

**COURSES
ATTENDED**

- Certificate in (Preparing for Psychological and Social Supporter Course) at Absolutely positive Syrian Institute in 2021 (Level 1 & 2)
- Certificate in (IATA Basic Ticketing Course) at Russian Cultural Center in 2012.
- Certificate in (Galileo Basics and Reservations Course) at Russian Cultural Center in 2012.
- Certificate in (Amadeus Basic Course) at Amadeus center in 2019
- Attended an online course in (Writing Professional E-mails) at Coursera
- Attended an online course in (Excel Skills for Business, Essentials & Data Entry) at Coursera
- Attended course in (ICDL) at Absolutely Positive Syrian Institute
- Attended course in (Business Administration) at Absolutely Positive Syrian Institute
- Attended Internal Auditor Training Course in (Hazzard Analysis & Critical Control point HACCP) at Global Surveys

EDUCATION

English Literature
Damascus University
- IELTS (Processing)

Sep 2011 — Aug 2019

INTERESTS

Sport, Music, Reading, Carpentry, Movies, Psychology.

REFERENCES

References available upon request.