



ALEKSANDRA ABADZIN

AUGUST 9, 1991
SERBIAN

MAIN OBJECTIVE

Experienced Front Desk Receptionist with a demonstrated history of working in the health wellness and fitness industry. Strong administrative professional skilled in Customer Service and Sales, Microsoft Office, Catering, Food & Beverage.

ACCOMPLISHMENTS

- In Vogue Fitness I was fully responsible for the Ladies Only facility
- In Cleveland Clinic I led our Front Desk Team
- In Royal Catering I worked on big and important events such as F1 Race, Royal Family Weddings, Food Tastings for royal family wedding purposes

CONTACT DETAILS

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WORK EXPERIENCE

Vogue Fitness, Abu Dhabi | 2016 - 2020 Senior Front Desk Administrator

- Completion of all general administrative duties, front desk duties, filing duties, etc.
- Completion of daily duties task list for the gym.
- To take an active sales role within the team and be independently responsible and accountable for results that are generated.
- Responsible for the daily administration concerning members under the direction of the Coordinator.
- To engage members and ensure that our members and community remain happy at all times, and consider ways and means to keep ensuring and improving our members experience.
- To be the first point of contact for members and handle the administration at point of entry.
- Taking overall responsibility for ensuring compliance with all administrative procedures, and training and managing staff accordingly to achieve this.
- To ensure administrative compliance amongst all members of front desk staff.
- Responsible for training our Front Desk staff and Location Managers.

Royal Catering LLC, Abu Dhabi | 2015 - 2016 Hostess

- Welcoming guests in a warm and friendly manner.
- Taking payment of guest bills.
- Answering phone calls/emails.
- Ascertaining guests dining/lodging needs.
- Seating guests and manage the seating chart.
- Monitors restaurant activity to determine seating and dining flow.
- Responding to guest inquiries and requests in a timely, friendly, and efficient manner. This included handling of guest complaints.
- Performing opening and closing duties, as needed. This would include end of day financial reports.
- Assisting others with side work including, but not limited to cleaning, stocking folding silverware, etc.
- In this position I was required to work at multiple locations which required me to be flexible and accommodating.

Pionir Internacional DOO, Serbia | 2012 - 2015 Hostess

- Providing excellent wait service to ensure satisfaction.
- Taking customer orders and delivering food and beverages.
- Making menu recommendations, answering questions and sharing additional information with restaurant patrons.
- Responding to guest inquiries and requests in a timely, friendly, and efficient manner. This included handling of guest complaints.
- Performing opening and closing duties, as needed. This would include end of financial reports and inventory.

SKILLS

- Hardworking, reliable and honest
- Trust working, good in communication and solving problems
- Organizational skills and work well under the pressure
- Team player and Team leader when needed
- Friendly, tolerant and adaptable
- Creative
- Multitasking

ACADEMIC HISTORY

Faculty of Law, Internal Affairs 2010-present
Economy-trade Highschool 2006-2010
Primary school 1998-2006

CERTIFICATIONS/AWARDS

Economic Trade Diploma
Global Leadership Collage Certification
TESOL/TEFL
Cleveland Clinic Customer Service Excellence Award
Cleveland Clinic Individual Excellence Award

LANGUAGES

Serbian - native
Croatian - native
English - native
Spanish - intermediate