



EDIN AVDIC



Dubai based (open to relocation)



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[Linkedin Profile](#)

LANGUAGES

- Bosnian & Serbian - Mother tongue
- English - Full Proficiency
- Italian - Elementary proficiency

INFORMATICS

- Microsoft Office
- Opera
- Knowcross
- GetMyMessage

EDUCATION

Road Traffic technician Diploma

Mixed Traffic High School, Tuzla
Bosnia and Herzegovina

SKILLS

- Excellent Leadership and Communication skills
- Fast Learner
- Conflict Resolution
- Flexible and able to quickly adapt to new environment

GUEST RELATION MANAGER PROFILE

An organized, detail orientated professional with a compelling enthusiasm for operational service and customer satisfaction. Business minded, who drives organizational goals. Effective in building and optimizing organizational processes, integrating and implementing new technologies and services to deliver business value. I excel in dynamic, demanding environments while remaining focused and motivated.

EXPERIENCE

MEDIA ONE HOTEL

United Arab Emirates- Dubai

2021 - Present | Guest Relation Manager

Reporting to Director of Hotel Operations, while ensuring smooth operation of Guest Relation, Front Desk and Concierge.

- Taking care of Online reputation , since joining manage to improve TripAdvisor rating from 71 to 48. Booking.com score being consistent with 9.1 .
- Managing guest complaints and ensuring their full satisfaction during their stay, from pre-arrival until departure .

ROSEWOOD HOTEL

United Arab Emirates- Abu Dhabi

2018 - 2021 | Front Desk Supervisor

Reporting to Assistant Director of Rooms I was in charge of various tasks on daily basis to ensure the smooth operations of a Front Desk area, Concierge and Bell team. Training the team processing the payments, taking ownership and providing support as acting Manager on Duty and Night Manager.

- In charge for Leading Quality Assurance standards and achieving with the team 100 % score at Front office and maintained same up to date.
- Managing guest complaints in successful manner that contributed to achieving and exceeding monthly targets for guest problem resolutions.
- Creating and implementing SOP (Standard operating procedures)
- Handling Mid year appraisals
- Managing coordination and execution of discipline specific training for Rooms Division

STARWOOD HOTELS - ST . REGIS SAADIYAT ISLAND RESORT

United Arab Emirates - Abu Dhabi

2015 - 2018 | Guest Service Agent

- Front of House Staff Member of the Month.
- Acknowledged with Certificate as Top Up seller and Loyalty program enroller on several occasions.
- Achieving 100 % score during Check in and Check out with Leading Quality Assurance (LQA) inspector.
- Providing beyond and above welcome and first impression
- Processing check in and check out`s
- Tracking guest bills on daily basis and preparing invoices to complete billings of the guests.
- Being fully aware of hotel standards and procedures
- Managing any guest complaint in a professional manner by owning it, resolving it to the guest satisfaction and recording it.

STARWOOD HOTELS - ST . REGIS SAADIYAT ISLAND RESORT

United Arab Emirates - Abu Dhabi

2014 - 2015 | Doorman

RISTORANTE AL CAMINETTO

Italy - Milano Marittima

2009 Summer season | Waiter