Fady

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FEC Manager

An expert and professional Theme park manager with extensive experience in administration, and secretarial roles, currently seeking a new position as an Executive, FEC supervisory role. A highly organized and efficient individual, willing to move for a new challenge where I can apply what I have skills and experience to add more values to my new career.

Key Skills

* 40 words per minute typing (English and Arabic ) ,Translation ,Reporting .
* Proficiency of Microsoft Office, including , Excel, Word and PowerPoint
* Excellent communication skills, both written and verbal ( English +Arabic )
* Team work and coaching skills
* Safety and health guidelines in FEC certified
* Customer services skills
* Fully qualified first-aid ,safety and quality application in Theme parks .
* Well versed in Intercard back office manager ( Theme Park software )

Employment History

FEC Manager, Othaim for Leisure and Tourism , Saudi Arabia

(Jan 2016 – Sep 2016 )

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Responsibilities:

* Devise and Implemented SOP for each department in the park and provide training for staff accordingly
* Oversee operations in the park and monitor opening and closing
* Helped provide a safer workplace by cataloguing and dispatching health and safety information and posters for the whole company
* Diary management, typing correspondence and documents, creating presentations and creating meeting minutes
* Ensure park revenues and target are being followed and maximize footfall

FEC Manager , Hokair Group for Tourism , Saudi Arabia

(April 2011 – Jan 2016)

Responsibilities:

* Handle staff in the park including but not limited ( Training ,appraisal , bonuses ,leaves ,salaries etc )
* Managing park operations ( opening ,closing ,reporting )
* Organising stationery orders and liaising with suppliers to meet business requests
* Handle the park cash ( petty cash ,cash float ,budget control )
* Also assumed the role of fire/health and safety officer for the entire park
* Leasing management

Guest Services Supervisor (Telephone Department ), Pre opening Angsana Hotel Team , Dubai ,UAE

(2008 – 2009)

Responsibilities:

* Supervise a team of CSR and monitor the calls
* Answering incoming calls from the VIP Guests and handle issues
* Organise staff roster and shifts
* Orientation for new staff and Training
* Liaise with other department to ensure smooth running of Hotel operations

CSR , Orange Telecom Group , Amman , Jordan

(2006 – 2008)

Responsibilities:

* Answer all incoming and outgoing calls from customers
* Promote GSM products and services including Internet and Landline
* Uses high quality customer services and keep service level excellent
* Call back customers to follow up

Education

Isra Private University

(October 2002 – March 2005)

* Bachelor Degree In Business Administration

Hobbies & Interests

I am kind of person who like biking, swimming, table tennis ,I also enjoy music .

References

References are available upon request.