**Mahder**

United Arab Emirates- Dubai

Email Address: mahder.368757@freemail.com

**BACKGROUND & OBJECTIVE**

* Seeking to remain in the Middle East to augment my experience and develop stronger skills. Highly motivated and passionate to develop my carrier of which the reward will bless me to achieve my goals and assist my parents and work towards establishing my own family.

**WORK EXPERIENCE**

***July 2015 till present – CLUSTER RESERVATIONS AGENT***

**HILTON DUBAI JUMEIRAH BEACH I HILTON DUBAI THE WALK I HILTON DUBAI CREEK**

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| --- |
| * Answers calls, returns e-mails and voicemails. Assists guest in booking reservations, by providing superior property knowledge.
* Audits OnQ PM for reservations accuracy. Looks for special requests, coding issues and billing requirements
* Reviews actualized rooms for potential billing errors.
* Reviews group pick up, assist in ensuring proper availability. Monitors and charges
* No Shows and Late Cancels daily.
* Reviews and audit third parties and consolidate.
* Assists management by booking transient reservations
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***September 2013- June 2015 – GUEST SERVICE AGENT***

**Marriott Harbour Hotels and Suites**

* Training new associates at Front desk and supervising their progress in learning and interacting with guest
* Take initiative through empowerment to ensure complete guest satisfaction.
* Dispatch appropriate personnel to satisfy guest requests and resolve guest issues.
* Ensure contingency reportes are regularly printed and filed accordingly

***April 2012 – August 2013 - SALES EXECUTIVE***

**Hilton Addis Ababa International**

|  |
| --- |
| * Proper follow up business lead and conducts site visit of the hotel with having full knowledge of meeting space, set-up types, capacities, menus, amenities, restaurants and specific room types.
* Overall sales results obtained from the existing market and to establish new business from other sources not presently utilizing the hotel’s facilities.
* Follow up on major sales leads either through the newspapers or any other source to its fullest in an effort to obtain additional business for the hotel.
* Completion of weekly sales call card under the direction of the Sales Manager, in accordance with the planned sales calls schedule or pattern.
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***August 2010 – March 2012*: *Customer Service Agent***

**Hilton Addis Ababa International**

* perform daily mis-en-place work
* responsible for the cash inventory allocated to me
* carry out correct cashing up and adjustment of errors.
* take over any other tasks and special projects which arises in the course of business
* cheking the crew
* check the departure report

**QUALIFICATIONS**

**Addis Ababa Certification** – Ethiopia

* Title of qualification awarded : BA Degree in TOURISM MANAGMENT
* Name of Institution : UNIVERSITY OF GONDAR

**LANGUAGES**

**Native** *Amharic***:** Speak, Read, & Write

*English:* Speak, Read, & Write

*French:* Partial communication

**PERSONAL DATA**

* Single Orthodox Female
* Date of Birth: November 17, 1984

**SKILLS**

* **Social Skills & competences**: Very good communication skills, dedicated, hard-working and passionate individual with a positive vision.
* **Technical Skills and competences**: Excellence in customer handling, management skills such as: Controlling, managing, directing, evaluating & monitoring.
* **Computer Skills and Competences**: Very good computer skills like:- Microsoft Office package (word, excel, outlook)

**Hobbies**

* Reading books, self-development, learning languages and travelling, visiting historical places, dancing salsa, taking care of elderly people and children