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**MEDHAT**

Medhat.370224@2freemail.com

**PERSONAL SUMMARY**

To establish myself in a stable and well-reputed company, where I can utilize and contribute my expertise and experience, and harness my potential to be part of the company’s growth with my loyalty, dedication, and hard work in an environment that offers challenge, recognition and a bright career.

**CAREER HISTORY:**

**Emirates Airline at Dubai Airport:**

**Airside Operations- Customer Services -JUN 2016- Present:**

Duties

* Complies with all relevant safety, quality and environmental management policies. Procedures and controls to ensure a healthy and safe work environment.
* Discusses safety concern openly and reports them to the concerned supervisor.
* Follows all relevant departmental policies, processes, standard operating procedures.
* Follow the day to day operations related to own job and trained qualification.
* Operates different ground support equipment.
* Assist in airside operations activates including sorting, loading, and unloading baggage's and cargo.
* Ensure vehicle and equipment in close proximity to the aircraft. Congested area.

**Taj Tower Dubai:**

 **Human Resources - Government Relation Coordination - SEP- 2014–May 2016**

Duties

* Processing & completion of employment visas, work permits, (new and renewal) and all employee transactions related to the immigration office.
* Obtain monthly sponsorship reports from the immigration department
* Ensure that you maintain total confidentiality at all the time.
* Carry out other relevant tasks and duties as assigned.
* Be up to date with regard to any changes or amendments to the prevailing laws / rules / regulations, changes in forms / formats and other procedures and keep the Human Resources Department advised of such changes.
* Submit relevant documents periodically to the immigration office with regard to cancelled / absconding employees and delete from the Hotel’s sponsorship list
* Complete departure and exit formalities for employees after cancellation of visas.
* Obtain quarterly sponsorship reports from the immigration office and tally sponsorships and re-submit to immigration office with relevant support document.

**Jumeirah Group at Dubai outsource Zone:**

**Human Resources Administration Officer Dec 2013- Aug- 2014**

 Duties

* New Hired process updating details in Oracle.
* Processing status change form.
* Processing Vacation.
* Travel flight booking
* Arranging transportation and accommodation for new hired colleagues.
* Resignation process.
* Handling filing section.
* Coordinating with HR. Hotels.
* Handle confidential matters/information with the appropriate level of sensitivity.
* Handling Guest visa.
* Handling visa cancellation (for Guest / Colleagues)

**Jumeirah Beach Hotel:**

**Sales Agent March-2012-Dec2013**

Duties:

* Processes reservations by mail, telephone, telex, cable, fax or central reservation systems referral.
* Processes reservations from the sales office, other hotel departments, and travel agents.
* Knows the type of rooms available as well as their location and layout.
* Knows the selling status, rates, and benefits of all packages plans.
* Knows the credit policy of the hotel and how to code each reservation.
* Creates and maintains reservation records by date of arrival and alphabetical listing.
* Determines room rates based on the selling tactics of the hotel.
* Processes advance deposits on reservations
* Makes sure that files are kept up to date.
* Maintains a clean and neat appearance and work area at all times.
* Promotes goodwill by beings courteous, friendly, and helpful to guests, mangers, and fellow employees.
* Walk around with the client and ensuring that they secure whatever services they are in need of.

**Jumeirah Beach Hotel:**

 **Front Office CID– Administrative Assistant 01.2008-2011**

Duties:

* Providing required information of each In-house guest into Dubai Police System in a correct manner with accordance of SOP
* To handle room changes/arrivals and departures from the Dubai Police System for all guests
* Hotel representative in case of any enquiry from CID and update record for the report sent on daily basis to Dubai Police.

**PROFESSIONAL EXPERIENCE"

Competencies:**

* Good observation skills.
* Fully aware of arrest and restraint techniques.
* Aware of health and safety issues.
* Dealing with people politely but in a authoritative manner.
* Possessing a checkable history.
* Computer literate, able to use MS Office and also visitor management systems.
* Capability to monitor information feeds simultaneously from multiple sources.
* Having a professional approach to all routine tasks.
* Experience of monitoring and controlling security equipment.
* Focused on the delivery of customer service.
* Excellent time-management skills.
* Ability to communicate effectively at all levels.
* Experience of working on major events.

**KEY COMPETENCIES AND SKILLS**"

* Risk Assessments
* Conflict Resolution
* First Aid Certificate
* Security conscious
* Should be aware of the Line procedures associated with ground handling operations (Ramp or Baggage), which is assigned to.
* Operational Training Standards/Courses
Dangerous Goods Awareness
* Ramp Safety Awareness Course
* Basic Security Awareness

**ACADEMIC QUALIFICATIONS"**

Sport Physical College 2002-2007

El Mansura University , Egypt

**TECHNICAL SKILLS :**

* Microsoft Office & Internet.
* Opera as a Hotel System.
* ICDL

**LANGUAGES:**

* Arabic: Native speaker.
* English: Fluent Speaking, Reading and Writing

**DECLARATION:**

I would like to work per my background, I strongly believe that will put me back on track very quickly and make ensure that my job is done 100%eficienthy and approach.