**Rayan**

**Customer Services Professional**

**Customer Services Representative**

**Executive Sales Assistance**



**Profile Overview:**

**DOB:** **23-09-1988**

**M Status: Single**

**Nationality: Sudanese**

**Religion : Muslim**

**Current location : Dubai**

**Visa Status: Visit Visa (until 2nd May)**

**Contact:**

**Email: ​****rayan.381352@2freemail.com**

**Dubai, UAE**

**Personality:**

**I am enthusiastic person, ambitious and career minded, with a willingness to learn and adapt. I am a responsible, reliable player with professionalism and commitment that drivers goal achievement. My abilities to develop practical and scientific.**

**I protect the privacy and security of our guest, my fellow employees and the company’s confidential information and assets. And i’m proud of my professional appearance, language and behaviour.**

**Language : English & Arabic fluant**

**My Education Journey:**

**University Specialization Graduation Year Secondary School Primary School**

**: Sudan University of Science and Technology.**

**: Diploma of Petroleum Engineering (3years).**

**: (2011)-(2012).**

**: Omdurman (Omdurman West Secondary School).**

**: Abrouf primary School.**

**My Work Experience :**

**2014-2017: Head Receptionist- Receptionist Supervisor- Retail seller at The Ritz-Carlton Hotel Abu Dhabi, Grand Canal.**

**2011-2014: Health Club Receptionist- Handling telephone Emails inquiries -Data entry of all gym and spa memberships -Submit the daily sales reports -Team leader.**

**At Corinthia Hotel khartoum, Sudan**

**2010 :** **Sales coordinator, sales representative at Al Ealania Newspaper (Khartoum, Sudan).**

**Professional work and daily tasks:**

* **Greeting and welcoming all the customer with warm approach.**
* **Handling all customers inquiries and complaints through emails as well as phone calls.**
* **Performing activation Schedules .**
* **Retails selling and promoting the services & products to the customer, and targeting local market.**
* **Payroll, vacation plan and daily shift schedule for the staff.**
* **Daily sales duties, sales reports.**
* **Monthly inventory and cost control.**
* **Monthly P&L analysis with Finance**
* **Monthly staff incentive and commission reports.**
* **Marketing Plan**
* **Handling administrative requests & queries from senior managers.**
* **Organising and scheduling appointments with admin software.**
* **Planning meeting and taking details minutes.**
* **Write and distribute email, correspondence memos, letters, faxes and forms.**

**Awards & appreciation certificate:**

* **Employee of the Month, front of the house at Corinthia Hotel Khartoum in 2012**
* **Best Retail seller of the month september at The Ritz-Carlton Hotel in 2014.**
* **Lateral Services appreciation certificate at The Ritz-Carlton Hotel may 2015.**
* **Part of Awards winning team, of Best Spa person & Best Spa Design at The Ritz-Carlton Hotel in 2016.**
* **5 Star Employee of the second quarter 2015, at The Ritz-Carlton Hotel in 2015.**

**Training and Skills:**

1. **Computer knowledge of all MS office programs, practicing of 8 years.**
2. **Community Based Health First Aid 2012.**
3. **Cross Training in IT Department 2012- 2013.**
4. **ESPA Philosophy and Products Knowledge 2014.**
5. **Marriott International Security and privacy Training (ISPT) 2016.**
6. **Supervisor Skills Development Training (2 days) 2017.**
7. **Learning Coach Certification (Train the Trainer) 2017.**
8. **Time Management (Online Training).**
9. **Communication Skills Training.**
10. **Optimizing your work/Life balance: taking control of your stress (online).**
11. **Your Role in Preventing Human Trafficking (online).**
12. **Spasoft system, Birch street system, operah.**