

Noura Shujaa Alotaibi

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Objective

I am a fighter, very ambitious young lady, positive and keen to succeed. I pick up skills quickly and apply them successfully, through both the use of initiative and the ability to comprehend instructions.

Education

CIPD Level 5 Diploma in HR Management, ICS LEARN | 2020/2021

Bachelor's Degree in English Language, Jubail University College, | 2017/ 2018

Experience

Hilton Worldwide – Sales Department

❖ Reservation Agent | 2018 - Present

(Hilton Garden Inn – Pre opening)

- Making reservations for customers based on their various requirements and budgetary allowances.
- Checking the availability of accommodation on the customers' desired travel dates.
- Processing payments and sending confirmation details to customers.
- Sorting out any issues that may arise with bookings or reservations.
- Selling and promoting reservation services.
- Answering any questions customers might have about the reservation process.
- Identify new contacts, develop sales leads, and respond to sales opportunities in order to maximize revenue.

❖ Back up for Sales Coordinator

- Handling with outside vendors, to ensure that events and meetings run smoothly
- Working on Delphi System and entering the whole events and group arrival as a daily basis
- Handle the rooms & meeting rooms Show round for the customers
- Sending corporate offers and quotation for rooms and C&E offer for meeting rooms to the customer
- Create and update our corporate tracker and master list as a daily basis
- Make BO for Confirmed events.
- Make flyers and promotions for marketing.

Imam Abdurahman Bin Faisal University

❖ English Club Supervision | 2017 - 2018

(Volunteer Job)

- Leading more than 100 students in the English club and organized 7 events and activities over the academic year.

❖ Admin Assistant | During the 2nd academic year 2017

(Co-op Job)

- I worked in the Department of English. This department includes three primary tasks, which are administrative tasks, translation words, and teacher assistants.

Skills

- Well acquainted with MS Office Applications
- Fast learner
- Solution seeker
- Extremely organized and prioritizing tasks
- Leadership skills and Creativity
- Self-motivated and proactive
- Multi Task

Training & Courses

- PMP, Technical and Vocational Training Corporation, 2020
- Introduction to Human Resources Functions, Doroob, 2020
- Community health volunteering, Saudi Commission for Health Specialties, 2020
- Time Management, Ethrai, 2020
- Leadership Skills, Doroob, 2020
- Coaching on Call, Hilton Worldwide, 2019
- Basic Plus CPR, AED, and first Aid for Adults, 2019
- Human Resource Management Course, Jubail University College, 2017
- Business Etiquettes, JUC, 2017
- Principle of Accounting for Non-Accountants, JUC, 2017
- Personal Planning, Make A Skill (Institute), 2015
- Solve Problem and Make Decision, JUC, 2015
- Basics of Entrepreneurship Course, IDC RC, 2014

Achievement

Employee of the April - 2019
Hilton Worldwide

Winning 1st place for the Best Entrepreneurship - 2015
Jubail University College

Winning 3rd place for Business Idea Competition - 2015
Jubail University College

References

Will gladly furnish personal and professional references on request.