

Essa Aldossary

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Al Dammam, Saudi Arabia

SUMMARY OF QUALIFICATIONS

- Culturally and emotionally intelligent, organized and adaptable.
- Developed excellent leadership, work ethic, and communication skills through work experience.

EDUCATION

University of Imam Abdulrahman Bin Faisal
Bachelor of Business Administration

January 2022

RELEVANT EXPERIENCE

Sheraton Dammam Hotel & Convention Center

Telephone Operator

September 2019 – Present

- Directed incoming calls to internal personnel and departments, routing to the best-qualified department.
- Trained and assisted new telephone operators in performance of job duties.
- Greeted incoming visitors and guests professionally and provided friendly, knowledgeable assistance.
- Calculated and quoted charges for guests and provided them with the best customer service.
- Maintained comprehensive and accurate records.
- Organized meetings, including scheduling, and sending reminders.
- Worked closely with other departments such as finance and sales to speed and ease the experience to our customers.
- Answered phone calls in a polite and professional manner.
- Maintained contact lists for our records.
- Performed clerical tasks such as filing or data entry.
- Logged all wake-up call requests and performed wake-up call services.

ADDITIONAL SKILLS

- Excellent verbal and written communication skills in both Arabic and English.
- Time management and work ethics.
- Leadership ability which helps to achieve business objectives.
- Complex problem solving.