



# Zahra Nasser

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## PROFESSIONAL SUMMARY

Deadline-driven expert, Adaptable, Acquiring Meeting Minutes demands and deadlines through a diligent work-ethic and dedication. Summary Diligent Back Office Specialist, focused on improving operations by quickly identifying and resolving activity flaws.

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## WORK HISTORY

**Hotel Reservation Agent** 03/2020 – 08/2022

**Warwick Hotels and Resorts** - Jeddah, Saudi Arabia

- Processing payments and sending confirmation details to customers.
- Selling and promoting reservation services

**Hotel Sales Coordinator** 02/2019 – 03/2020

**Warwick Hotel and Resorts** - Jeddah, Saudi Arabia

- Coordinating the sales team by managing schedules, filing documents and give after-sales support when requested.
- Sending Corporate Agreements to all conferenced parties

**Executive Secretary** 05/2018 – 02/2019

**Warwick Hotels and Resorts** - Jeddah, Saudi Arabia

- Organizing and servicing meetings (producing agendas and taking minutes)
- Answering calls, taking messages and handling correspondence

**Call Centre Agent** 05/2014 – 02/2018

**Manna Centre** - Jeddah, Saudi Arabia

- Managed numerous calls to ensure customer issues were dealt with accordingly.
- Maintained exceptional customer satisfaction by providing helpful advices.

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## EDUCATION

**Diploma of Higher Education:** Diploma of Higher Education Administrative/ Personal Assistant/ Secretarial Duties, 12/2015

**Cambridge International College** - Jeddah, Saudi Arabia

**A-Levels:** General Secondary School, 06/2013

**EIS School** - Jeddah, Saudi Arabia

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## CONTACT

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## SKILLS

- Excellent communication
- Patient and calm
- Multitasking
- Professional phone manner
- Computer literate
- Customer service
- Bilingual (Arabic & English)