



ABDULHAKEEM ALMOHAMMEDALI

Front Desk Agent | Guest Service Excellence | Hospitality Management | Efficient Problem Solver

+966543436228 • Hakeem.almoammedali@gmail.com • Dammam, Saudi Arabia

Summary

A competent and hard-working individual having manifold skills including management, deep analysis, marketing and negotiation skills. I want to work for an organization in which I can use my inextinguishable skills to grow the reputation and value of the company

Education

College of Technology - Qatif

Associate Degree in Office Management

2020

Experience

Courtyard by Marriott

Front Desk Agent

Saudi Arabia- Jubail

06/2023 - 06/2024

- Delivered exceptional guest services, achieve positive outcomes from Guest queries in a timely and efficient manner
- Handled guest inquiries and requests efficiently, including check in/out, and complete audit procedures
- Identified opportunities to improve guest service and operations
- Trained on Opera and other software
- Processed payments accurately and securely
- Collaborated with other department for smooth operations

Key Achievements

💎 **Training New Staff**
Trained 2 new employees on Opera software in 3 months.

💎 **Efficient Check-ins Management**
Managed 100+ guest check-ins per week efficiently.

💎 **Improved Guest Relations**
Reduced guest complain rate by 10% through effective issue resolution.

Training / Courses

Hospitality Management Program — Glion Institute of Higher Education – Switzerland

Managing and Organizing crowds at events — Les Roches

Customer Service Essentials — UCF – Florida

Occupational Health & Safety: Ensuring Workplace Well-being — S.H.M.S

Event Planning from Concept to Execution — HTMI

Artificial Intelligence in Hospitality Challenges & Opportunities — EUHT StPOL – Barcelona

Skills

Microsoft Excel • Microsoft Word. Microsoft PowerPoint. • Able to work under pressure. • Customer Service • Positive Attitude • Good Communication Skills • Hardworking. Teamwork. • Time Management.

Languages

Arabic Native ●●●●●

English Proficient ●●●●●