

# NAWRAS ALHALABI

## ADMINISTRATIVE AND FINANCIAL

### Profile

Operations manager with experience of successfully coordinating the activities of various departments concerned with the production, pricing, sales, and distribution of products & services, Comfortable working with people of all levels and having a excellent commercial approach to solving problems and developing business processes. Having proven people management skills, with the ability to manage performance and motivate staff on an individual and team level.

Now looking for a new and challenging managerial or consultancy position, one which will make best use of my existing skills and experience and also further my personal and professional development.

### Experience

#### • LAUNDY MANAGER

**MR.K Laundry , Dubai , Business bay** |  
**11/2021 - Present**

#### Key Responsibilities:

- Supervising approximately 20 employees and delivery drivers
- Coordinating and scheduling employees in proportion to the workload
- Recruiting and training new employees, engaging them with the work team, and monitoring and evaluating their performance
- Holding meetings in B2B (hotels, restaurants, salons and Spa), presenting them with price offers and explaining the services they will receive
- Completing deals with new clients, preparing work contracts in line with company standards, protecting consumer rights, and setting penal terms in case of breaching one of the contract clauses.
- Preparing and checking monthly bills for B2B clients, and following up on outstanding payments and receivables
- Handling, following up and resolving complaints
- employees pay roll, in addition to giving incentives to the active employee and in return sending warnings to the employee who falls short in his work and taking the appropriate action against him
- Create a new work policy that reduced monthly expenses by 30%.
- Preparing daily and monthly reports.
- Preparing the mid-year budget and profit and loss and cost account.
- Providing solutions and plans based on studying market needs.



### Contact

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### Personal information

👤 Birthdate  
04/11/1990  
🌐 Nationality  
Syrian  
👤 Visa Status  
Visit Visa

### Language

- Arabic
- English

## Skills

- Time management
- Teamwork
- Accounting
- Reports preparation
- Team Collaboration
- Customer Engagement
- Client Relationships
- Complaint Resolution
- Business Development
- Administration
- Problem Solving
- Consultative Sales Process
- Word, Excel, MC Office
- Customer Service
- Effective Communication

## Interests

- ♥ Travel
- ♥ Books
- ♥ Sports
- ♥ Movies
- ♥ Technology

## ASSISTANT

Fenix Jewelry , Syria ,Suwayda |  
12/2016 - 07/2021

### Key Responsibilities:

- Manage and oversee day-to-day activities of operations, Including planning and coordinating with other units.
- Lead front desk team in achieving key outcomes at each client check-in fostering warm business relationships.
- Improve operational effectiveness by streamlining businessoperational work processes and procedures
- Conduct performance reviews, employee performance conversations, training and other personnel management.
- Continually assess staffing and training needs including creatinga staff schedule that supports client requirements.
- Monitor suppliers to ensure efficient and effective services are provided within company budget limits.

### • RECEPTIONIST

Doha Plaza Hotel, Lebanon , jounieh |  
10/2011 - 11/2016

### Key Responsibilities:

- Welcoming guests at the guest house in a friendly and helpful manner
- Handling late arrivals and assisting with early check-out
- Checking departing guests using the hotel's accounting system
- Payment from guests in the form of cash or credit cards
- Professional and prompt phone inquiries and transfer
- Managing our rooms and facilities.
- Handling and resolving customer complaints.
- the service
- Manage group bookings for conferences in the restaurant and accommodation.
- Keep abreast of all hotel products, services, prices and promotions.
- Complete night procedures and attention to detail.
- The ability to listen and anticipate.
- Maximizing sales revenue through sales and marketing. Providing information and literature about the hotel in person and over the phone.

## Education

### Business Administration

Arab International Academy | 2009 - 2013