Nadira Osman

Mobile: +389 79337539

E-mail: nade\_angelce@hotmail.com

# Personal Information:

Birth Place: Germany

Nationality: North Macedonian

Birth Date: December 1991

Marital Status: Married

# Summary of Qualifications and Characteristics:

Organized Front Desk Agent with strong interpersonal and computer skills. Background in customer service and support, accustomed to managing difficult client situations, flexible problem solver with a positive attitude, experienced Guest Experience Ambassador professional with strong leadership and relationship-building skills.

# Education:

Hospitality & Tourism. Years: 2007 to 2009

**SUGS "Lazar Tanev"**, North Macedonia

# Experience:

* Nikki Beach Resort & Spa Dubai, UAE from August 2017 to May 2019

Guest Experience Ambassador

* + Verified that personal and payment information on guest accounts was accurate and complete.
  + Escorted guests to their assigned rooms, including transporting their luggage.
  + Delivered messages, mail and packages left for guests and hotel facilities in a timely manner.
  + Greeted and welcomed all hotel guests with a smile and promoted the hotel brand.
  + Recruited and trained new members of the guest service team.
  + Resolved service-related problems in a timely manner.
  + Accommodated guests’ requests for Special Occasions and decorate the rooms as per Guest's requests.
* Nikki Beach Resort & Spa Dubai, UAE from October 2016 to July 2017

Service Coordinator

* + Delivered quality service by providing a warm and welcoming environment.
  + Effectively listened to, understood and clarified guest concerns and issues.
  + Received frequent customer compliments for going above and beyond normal duties.
  + Consistently provided professional, friendly and engaging service.
  + Carefully pulled out guest chairs, placed clean and current menus in front of guests and recorded accurate drinks orders.
  + Upheld highest standard for cleanliness of glass and silverware.
  + Verified cash drawer against the day’s receipts.
  + Resolved guest complaints quickly and efficiently.
* Dusty’s Dubai, UAE from February 2015 to February 2016

Hostess

* + Supported Chief Operating Officer with daily operational functions.
  + Performed initial client assessment and analysis to begin research process.
  + Implemented marketing strategies which resulted in 12% growth of customer base.
  + Researched and updated all required materials needed for firms and partners.
* Cavalli Cafe Dubai, UAE from October 2013 to October 2014

Head Waitress

* + Developed, implemented and managed business plans to promote profitable food and beverage sales.
  + Actively participated in ongoing customer service programmers to build sales and rapport in the community.
  + Oversaw front of house personnel to maintain adequate staffing and minimize overtime.
  + Moved and arranged tables, chairs and place settings and organized seating for groups with special needs.
  + Resolved guest complaints quickly and efficiently.
  + Operated all kitchen equipment adeptly.
  + Maintained table settings by removing courses, replacing utensils and refilling beverages promptly and courteously.

# Languages:

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| --- | --- |
| * Macecdonian (read, write and speak fluently) * German (Basic) | * English (read, write and speak fluently) |

# Availability:

Immediately

Documentation, certificates and references shall be furnished upon your request.