



# INNOCENT ELUE

APPLYING FOR: EVENT, BANQUET AND  
CONFERENCE COORDINATOR

## CONTACT

+971 7551507189

elue.innocent@yahoo.com

Wasl 611 Al Wasarn 3  
Dubai

## SKILLS

- Event/Banquet Management
- Opera, SynSix & Amadeus
- Booking Trends/Hotel Policies
- Cultural Awareness
- Effective Communication
- Data Entry Accuracy
- Adaptability
- Microsoft Office Suites

## LANGUAGE

- English (Fluent)
- French (Basic)

## RECOGNITION

4x Winner, Highly Effective  
Leadership Award

3x Winner of Leader of the  
Quarter Awards



## PROFILE

Customer-focused Complex Reservation Agent with ability to manage intricate booking requests across multiple hotels. Skilled in handling multi-component reservations, special accommodations, and complex pricing structures with efficiency and accuracy. Excellent at coordinating events, managing teams, and delivering exceptional service to enhance guest and stakeholders' satisfaction.



## WORK EXPERIENCE

### Le Meridien Dubai & Conference Centre

2024 - PRESENT

#### Reservation Agent

- Entered and updated customer information accurately in the reservation system.
- Provided pricing details and generated quotes for products/services.
- Processed payments securely, ensuring customer payment information remained confidential.
- Responded to customer inquiries via phone, email, and chat, providing prompt and professional assistance.
- Explained various products and services, guiding customers in selecting the best options to meet their needs.
- Maintained detailed event timelines, budgets, and checklists, ensuring seamless execution.

### Al AIN

2023 - 2024

#### Reservation Agent

- Successfully resolved customer complaints and issues, ensuring high levels of satisfaction.
- Maintained accurate and up-to-date records of reservations, improving operational efficiency.
- Managed on-site emergencies effectively, coordinating with security and medical teams for quick responses.

### Al AIN

2022- 2023

#### Assistant Security Manager

- Implemented enhanced security protocols, reducing security breaches
- Conducted comprehensive risk assessments, identifying and mitigating potential threats.
- Developed standard operating procedures (SOPs) for emergency response, improving reaction time and efficiency.

### Al Jadaf

2020- 2022

#### Security Supervisor

- Integrated biometric access systems, reducing unauthorized entry incidents
- Managed real-time security monitoring software, improving threat detection and response efficiency.

## TRAINING & CERTIFICATION

Marriott Careers Program –  
Interdepartmental training on Mgt. Level | 2021

Training the Trainer Course (TOPPs) – Marriott Internal training | 2020



## EDUCATION

---

<b>PGD in International Administration</b> Geneva Business School	2019 - 2022
<b>Diploma in Accountancy</b> Delta State Polytechnic, Ozoro	2012 - 2014