Dear Sir, Madam,

During my last 15 years to present being an HR and Operations professional member with current position as Deputy General Manager - Operations, my responsibilities are executed as a decision maker, leader, and manager.

As a highly motivated professional person, my day-to-day output reflects a high level of motivation, efficiency, and ability to meet any objective. I have a proven ability to troubleshoot, perform under a minimum amount of supervision, and demonstrate a high degree of initiative and good judgment.  
I have strong evaluation, planning, and leadership skills. I also have the motivation and drive to be an asset to any company. As a highly motivated professional person, my day-to-day output reflects a high level of motivation, efficiency, and ability to meet any objective. I have a proven ability to troubleshoot, perform under a minimum amount of supervision, and demonstrate a high degree of initiative and good judgment.  
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As an Operation team member/ Accommodation Manager and employee relations professional, I have partnered with senior leaders for multiple employee groups to drive initiatives, employee engagement, and leadership mentoring. I have been a key contributor providing the full gamut of generalist duties and specialized accommodation Manager and employee relations consultation; inclusive of Accommodation analysis, strategy, planning, organizing, policy review, developing and delivering change management, employee communications and supporting the HR team.

In addition, I pride myself on being a positive, enthusiastic, results oriented individual. A dedicated, decisive professional with proven judgment and ability to analyze complex environments achieving results in changing organizations through influencing leaders and partnering to drive business and people initiatives.

As a highly motivated professional person, my day-to-day output reflects a high level of motivation, efficiency, and ability to meet any objective. I have a proven ability to troubleshoot, perform under a minimum amount of supervision, and demonstrate a high degree of initiative and good judgment.  
I have strong evaluation, planning, and leadership skills. I also have the motivation and drive to be an asset to any company.

My day-to-day output reflects a high level of motivation, efficiency, and ability to meet any objective. I have a proven ability to perform under a minimum amount of supervision and demonstrate a high degree of initiative and good judgment.

I have strong evaluation, planning, and leadership skills. I also have the motivation and drive to be an asset to any company.

My personal skills include being a quick learner; an influencer; a change agent; and a consensus builder. My leadership style strongly emphasizes teamwork, inclusion, and the principles of continuous improvement.

I am proud of the integrity and good judgment I brought to and developed during these experiences as an operation and business leader. I believe I would make a strong business partner for your organization and ask for your consideration.

What the resume cannot illustrate, however, is the degree of integrity, business partnership, and professionalism that I offer. I am confident that my personal characteristics and experience will allow me to quickly learn and begin contributing.

I would very much appreciate an opportunity to further discuss how I can contribute with the company.

Looking forward to hearing from you.

Sincerely,

**Rim Kahil**

Rim Kahil

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# Rim Kahil

# Dubai, United Arab Emirates Email Address: [rimk69@hotmail.com](about:blank) Mobile Phone Number: +971.0507807543

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| **Professional Experience**  **December 2019 – till present**    **October 2016 – June 2019**  **October 2015 – October 2016:**  **September 2013 – September 2015:**  **December 2010 - August 2012:** | **Deputy General Manager - Operations**  *The Myriad Dubai – Pre-Opening & Opening*  OBJECTIVE: Reporting to the COO and CEO I am accountable for the daily operational activities of the Community property.  Accountable for large scale Off Campus University student’s residential community and operation management for 1,716 rooms and 2,138 students including residential, transport, catering, retails, all facilities and related services.  Responsible in preparing department annual operational budget in coordination with the COO & CEO  Ensure efficient management of the community office, processes and procedures as well as students’ amenities to ensure students satisfaction.  Oversee the facilities management of hard and soft services.  Welfare of the residents, from cultural programs, activities and events.  **Colleague Services Manager**  *Jumeirah Group – Jumeirah Hotels & Resorts*  OBJECTIVE: Reporting to the Director Colleague Services and VP HR I am accountable for the daily operational activities of the Accommodation department and HR. I am responsible for coaching and developing 176 Colleague Services Housing team members.  Accountable for large scale accommodation and operation management for 10,500 plus colleagues including housing, transport, catering and all facilities and related services.  Responsible in preparing department annual operational budget in coordination with the Director of Colleague Services.  Ensure efficient management of the accommodation office, processes and procedures as well as colleague amenities to ensure colleagues satisfaction.  Oversee the process for application, renewal and cancellation of trade and other related licenses within colleagues’ accommodation to comply with UAE Labour law requirements.  Assist the Director of Colleague services in outsourcing services for colleagues’ accommodation, catering, transportation and facilities management to ensure safety amongst colleagues.  Oversee management of Uniform Room Services to ensure smooth operations daily.  Oversee the on-boarding activities to ensure accommodation for all colleagues are set up based on standards and ensure colleagues’ arrival process is efficient and welcoming.  Handle colleague complaints and feedback according to company standards to ensure quality objectives are measured and established and actively participate in the review of these objectives.  Conduct periodic inspections of all areas to ensure cleanliness, hygiene and safety standards are met according to Standards.  Establish and maintain effective business processes in the accommodation to ensure efficiency and service for all colleagues.  Liaises with pest control contracted company to ensure effective programme is in place.  Liaises with Contractors and Facilities Management to ensure all defects in all managed buildings are rectified as soon as possible.  Liaise and monitor catering contractors to ensure delivery of high-quality food, service and cleanliness in colleague restaurants and mini market.  Process all live in and live out application forms correctly and punctually to ensure correct room allocations and live out payments in line with Accommodation Policies.  Ensure that all department reports and correspondence are completed punctually and accurately to ensure compliance with audit procedures.  Ensure proper control of keys of the complex to ensure colleagues security.  Perform any other duties that management may reasonably require.  **Employee Relations Manager**  *Waldorf Astoria Dubai Palm Jumeirah*  **Team Accommodation Manager**  *Waldorf Astoria Dubai Palm Jumeirah – Pre-Opening & Opening*  *\**Awarded Leader of The Year 2014  OBJECTIVE: Reporting to the HRD I am accountable for the daily operational activities of the Accommodation department and HR. I am responsible for coaching and developing 10 Housing team members and act in business support role to approximately 42 heads of department and line managers. Total headcount 650  **Corporate Associate Residence & Activities Manager**  *Jebel Ali International Hotels  Dubai, United Arab Emirates*  OBJECTIVE: Reporting to the Corporate Cluster HRD I am accountable for the daily operational activities of the Accommodation department and HR. I am responsible for coaching and developing 38 Housing team members and act in business support role to approximately 68 heads of department and line managers. Total headcount 1200  Accountable for all aspects of daily operational output from the department that includes but not limited to, employee benefits, employee wellness, employee relations, recruitment, budgeting, performance management, leadership development, succession planning, organizational development.  Responsible for ensuring the smooth operation of the employee Accommodation Village and Management Accommodation.  Coordinate timely and efficiently Colleague’s housing at Accommodation Village including managing relationships with 3rd party suppliers and contractors. Overall, preventative maintenance, cleanliness, social events and activities requests as well as employee wellness, coaching and counseling. Overseeing the operation of the Village Cafeteria and transportation schedules.  In addition, keep track of the housing inventory and make sure that all necessary records are readily available and are compliant with legal, municipality and ISO standards. |
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| **June 2009 - December 2010:** | **Employee Relations Manager**  *IHG - Crowne Plaza Yas Island - Pre-Opening Team  Yas Island, Abu Dhabi, United Arab Emirates*  OBJECTIVE: Reporting to the HRD I am accountable for the daily operational activities of the Housing and HR department. Included I am responsible for coaching and developing 6 Housing team members and act in employee engagement, relation support to approximately 28 heads of department and line managers. Total headcount 400  Accountable for all aspects of daily operational output from the department that includes but not limited to, social events, employee wellness, employee relations, recruitment, budgeting, performance review, leadership development, succession planning, organizational development, diversity management and a strong knowledge base of UAE labor law.  My support role entails facilitation, consultation and coaching with the management team and employees. Managing change, shaping culture, improving performance through training and development forms part of my role. Conflict management, communication and systems thinking enables me to better contribute the overall employee satisfaction. |
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| **February 2008 - July 2008:** | **Accommodation Manager** *Emaar Hospitality Group – Pre Opening & Opening Dubai, United Arab Emirates*   OBJECTIVE: Reporting to Hospitality Group HRD I am accountable for the development, implementation and planning of Accommodation processes for existing accommodations and to secure new accommodation for the three hotels to open.   Budgeting, staffing, planning, all Accommodation strategic planning. |
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| **May 2007 – February 2008:** | **Accommodation Manager**  *Fairmont Dubai Hotel*  *Dubai, United Arab Emirates*  OBJECTIVE: Reporting to the Regional HRD. Head count of 800 Colleagues.  In charge of 8 Residential Blocks of 380 Rooms that reside 700 Colleagues within a Hotel & Resorts type accommodation.    Colleague Residence with all the facilities: swimming pool, playgrounds, Cafeteria, games room, internet room, gym, and TV rooms.  Beside are the management flats, 45 apartments of 1, 2 and 3 bedrooms.  Responsible for all aspects of administration, policies and procedures.  Ensuring each new resident is provided adequate, clean, fully equipped and well-maintained accommodation.  Overseeing, the maintenance, cleanliness and security.  Responsible for transportation shuttles, Colleagues cafeteria/catering.  Be creative in seeking solutions to a myriad of problems and concerns that may arise daily from colleagues. Many colleagues’ concerns may be of a very personal nature and a comfort level dealing with such situations is imperative.  Effectively communicate with residents.  Provide a high level of colleague satisfaction through effective communication and counseling  Coach Accommodation Colleagues and ensure the necessary training is provided, as required by the department core standards.  Budgeting and effectively manage and control assets.  Arranging and planning monthly social events.  Maintain and increase the EES to a 90 percentile |

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| **May 2005 – May 2007:**  **March 2003 – April 2005:**  **March 2002 – February 2003:**  **February 2001 – February 2002:** | **Assistant Accommodation Manager, Employee Relations**  *Fairmont Dubai Hotel*  *Dubai, United Arab Emirates*  OBJECTIVE: Reporting to the Accommodation Manager and Assistant HRD.    Responsible for all Employee Relations issues at the colleague residence: employee welfare,  Social events and activities, coaching and counseling.  Responsible for all aspects of administration  Ensuring each new resident is provided adequate, clean, fully equipped and well-maintained accommodation.  Overseeing, the maintenance, cleanliness and security.  Work closely with the Housing Team; facilitate training, coaching and development.  \* Colleague Residence Team, Awarded Department of the Year 2006    **Housekeeping Supervisor**  *Fairmont Dubai Hotel*  *Dubai, United Arab Emirates*  OBJECTIVE: Reporting to Assistant Executive Housekeeper.  I oversaw the Executive, VIP floors. Fairmont Gold.  Departmental Trainer.  **Royal Service, Reservation Supervisor**  *Fairmont Dubai Hotel ( Pre-opening & opening )*  *Dubai, United Arab Emirates*  ‘Central Information and Communication Center’ of the hotel.  In charge of room and restaurant reservations.  **Assistant Housekeeping Manager**  *Sheraton Coral Beach Hotel ( Pre-opening )*  *Beirut, Lebanon*  Training the Room attendants to make-up rooms  Responsible for lost & found procedures  Inventory  Deep cleaning Schedule  In charge of payroll and scheduling and team well being  Setup the standards in the rooms.  Training to know how to use chemical products  Learn how to clean the public areas of the hotel. |
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| **January 2000 – January 2001:** | **Executive Housekeeper**  **EMROC CO,** *DOMAIN Complex*  *Abu Dhabi, United Arab Emirates*  Training the Room attendants to make-up rooms  Responsible for lost & found procedures  Inventory  Deep cleaning Schedule  In charge of payroll and scheduling and team well being  Setup the standards in the rooms.  Training to know how to use chemical products  Learn how to clean the public areas of the hotel |

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| **March 1996 – March 1998:**  **Education**  **September 1993**  **Skills** | **Executive Housekeeper**  *Legend Hotel, Beirut, Lebanon*  In charge of the hotel hygiene  **Front Office Agent**  *Legend Hotel, Beirut, Lebanon*  Helping in Check In, check out, preparing reports and making reservations  Guest Relations: To offer full co-operation in a prompt and helpful manner, to any client or colleague requiring assistance  To monitor and maintain a close and active liaison with existing clients  To meet clients with a view on discussing details  **Faculte International des Sciences Humaines**  *Bucharest, Romania*    *Sociology*  Special emphasis on human science, psychology, sociology and philosophy.  **Languages:** Arabic (Native)  English (Fluent)  French (Fluent)  Italian (Fair)   * Rom   **First Aid Certified**  **Proficient:** Microsoft Office (Word, Excel, Power point) |
| **Personal Details** | Date of Birth: July 19th, 1973  Place of Birth: Ivory Coast, Abidjan - Africa  Nationality: Lebanese  Marital Status: Single |

**References** Available upon Request