

CURRICULUM VITAE

Surname & First Name: ADNAN Zainab
Nationality: Swede
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LANGUAGES

Proficiency	Arabic	English	Swedish	French	Spanish
Spoken	Mother Tongue	Fluent	Fluent	Intermediate	Intermediate
Written	Mother Tongue	Fluent	Fluent	Intermediate	Intermediate

WORK EXPERIENCE

Regional Area Manager, M.H. Alshaya Co. L.L.C

December 2011 – June 2019, Dubai, United Arab Emirates

- Direct responsibility for UAE (Dubai, Abu Dhabi & Al Ain), Qatar & Jordan.
- Conduct periodical visits to stores within functional area, to build relationships with internal customers. Coach, motivate and attend to customer needs and report findings and action plan.
- Develop a clear understanding of Alshaya standards and Customer Service offering.
- Train and coach front-liners stores to optimize service, business growth and customer satisfaction.
- Train all the new staff in a full day induction to Customer Service.
- Develop improvement plans with operations to achieve brand / store target.
- Review Business critical information related to geographical zone, make recommendations, communicate and facilitate solutions.

Senior Sales Executive, Arabian Adventures (Emirates Airlines)

November 2010 – December 2011, Dubai, United Arab Emirates

- Organizing events for corporate clients
- Communicating with clients and sending them proposals for event enquiries.
- Handled weddings, staff parties, gala dinners, desert safaris, tours, meetings.

Team leader, Hamptons International

December 2007 – May 2010, Dubai, United Arab Emirates

- Been the top performer in leasing for year 2009 and Handled leasing and letting
- Leading the leasing team in the head office, including target and performance
- Conducted training programs for the staff
- Created the leasing policy and procedures for the leasing department

Front Desk & Guest Relations Departmental Trainer, Ritz Carlton Hotel

October 2006 – November 2007, Dubai, United Arab Emirates

- Conducted training programs for the staff
- Checked-in & checked-out, Concierge
- Provided IT-Help for hotel guests
- Involved in guest recognition program

Substitute, Arena Personal (Recruiting office)

January 2005 – September 2005, Stockholm, Sweden

Worked for this company as a substitute for employees in different companies as:

- Receptionist / Operator / Data register

Switchboard operator & Receptionist, Radisson SAS Royal Viking Hotel

June 2003 – October 2005, Stockholm, Sweden

- Handled fax & e-mail and Edited room reservation
- Arranged restaurant & ticket reservation for guests
- Trained beginners
- Checked-in & checked-out

COURSES & TRAINING

ISO 9001:2008 Internal Auditor Certified

M.H. Alshaya Dubai:

- Train the trainer
- Coaching

Ritz Carlton Hotel Dubai:

- Cross Training in Guest Relations
- Cross Training in Sales & Marketing
- Supervisory Skills Training
- Hero Training

Radisson SAS Royal Viking Hotel

- Yes I can

EDUCATION

STI Höskolan- Ongoing

Application-developer for mobile phones and Webb.
Stockholm, Sweden, Graduation Date: June 2023

KYH Höskolan- Ongoing

.Net Developer
Stockholm, Sweden, Graduation Date: June 2024

IT - HÖGSKOLAN

Application-developer for mobile phones and Webb.
Stockholm, Sweden, Graduation Date: June 2023

Higher Diploma in Hotel and Hospitality Management business

University Center “César Ritz” (International College of Hospitality Administration)
Brig, Switzerland, Graduation Date: September 2006

COMPUTER SKILLS

.Net, SQL, JavaScript, C#, Dart, C, C++, Swift, Kotlin, React, Flutter , Oracle, Masterkey, Hotel reservation system Fidelio, Miracle Sales system, Outlook, Web design, Database, Cisco Network system, Mystique.