

CAREER OBJECTIVES

To obtain the necessary experience, increase level of responsibility, job satisfaction, and self-actualization. To enhance my knowledge and abilities by working in a dynamic organization that prides itself in giving substantial responsibilities to new talent.

SKILLS

- Ability to work without supervision
- Ever willing to learn more and contribute
- Good command of English
- Good international and communication skills
- Ability to work under pressure and as a team
- Sound analytical mind
- Team player

LANGUAGES:

English: Fluent
French: Moderate

CURRICULUM VITAE

Name: **FAITH GENNE**
Email: faithalfred847@gmail.com
Tel: **+974 66084036**

ACADEMIC PROFILE

Cabin Crew License in Aviation	**2018-2019**
National Diploma (ND) in Business Administration	**2015-2017**
Senior Secondary School Certificate (SSCE)	**2009-2014**
Primary School Leaving Certificate (PSCL)	**2003-2008**

PROFESSIONAL EXPERIENCE

COMPANY: The Living Adventure by ACCOR. (Global Sports Event)
JOB TITLE: Guest Service Associate.
Doha, Qatar.
October 16, 2022- present.

- Greets and serve guests in a polite manner, both in person and on the phone.
- Handle guest checkouts efficiently and professionally.
- Fulfill guest requests and liaise with the department concerned to ensure immediate follow-up.
- Ensures that all guests are greeted on arrival & departure.
- Review logbooks to verify outstanding and follow-up pending.
- Handle guest room keys and ensure effective control for guest security.
- Register and process check-in for all arrivals.
- Update guest information on the computer after a complete check-in.
- Report any unusual occurrences or requests to the department head.
- Be aware of the project's Accident Prevention Policies.
- Ensure the cleanliness and neatness of the front office area.

COMPANY: AL TEEBA MANAGEMENT
JOB TITLE: Tellecaller/ Customer care executive
Dubai, United Arab Emirates
2021-2022

Duties & Responsibilities:

- Initiating sales with potential customers over the phone.
- Meeting sales quotas
- Answering customers queries on the products
- To ensure customers satisfaction by fulfilling their requirements
- Document record of each and every interactions with customers for future evaluation
- Acquire and validate information and providing it to the customers with full efficiency

Company: Dana Airline
Designation: Cabin crew
Duties:

- Greeting Passengers as they board and exit the plane
- Showing passengers to their seats and providing special attention to certain passengers, such as the elderly or disabled
- Administering first aid
- Dealing with emergencies
- Supplying passengers with news papers, magazines and in-flight entertainment
- Serving meals and refreshments
- Demonstrating emergency equipment and safety procedures

Company: Eko Hotel (Nigeria).
Position: Front Desk / Hostess
Duties:

- Welcome guests upon their arrival and assign rooms
- Provide information about our hotel, available rooms, rates and amenities
- Perform all check-in and check-out tasks
- Manage online and phone reservations

Company : FOUR POINTS
Position: Front Desk Agent
Duties:

- Took reservations on the phone
- Arrange transportation for guests
- Checked guests in and out of their rooms
- Make recommendations for activities and restaurants