

Sesen Amdemicael CV

Objective:

To be in a position within an organization, where I can target myself with full esteem of confidence interested in a position with potential of advancement, decision making responsibilities, and would be able to remain challenged and learn new ways and methods.

Experience

Reservation Executive Al Areen Palace and Spa:

Sakhir, Bahrain

October 2017- until present:

- Assisting customers with the planning and finalizing bookings of their stay via email or phone.
- Entering reservations into Opera system, whether from online channels or direct bookings or travel agencies.
- Upselling hotel products by identifying guest needs.
- Dealing politely and efficiently with all telephone and email inquiries.
- Ensuring department goals, targets and revenue are accomplished.
- Preparing departmental incentive report.
- Liaising with all concerned departments to ensure guest satisfaction is achieved.
- Managing BAR rates and online inventory when needed
- Assisted greatly in decreasing commission for online bookings
- Contributed in many ways in raising revenue through FIT booking segments

Guest Relations Agent / Front Desk Agent / Bell Desk Coordinator

Umm Jidd, Manama, Bahrain

Al Areen Palace and Spa

February 2017 – September 2017:

- Acknowledging and greetings guests in a timely manner and professional, whether via phone or in person. - Doing standard check-in and check-out procedures in a timely manner, while ensuring guest is clearly informed about the hotel.
- Reviewing arrivals for upcoming days and preparing registration cards accordingly with all necessary information attached.
- Offer assistance to guests (e.g. confirming travel arrangements, taking messages, booking transportation requests) and worked as bell desk coordinator.

Movenpick Al Azizyah Hotel & Resorts

Doha, Qatar

November 15, 2015 – December 21, 2016

Guest Relations Agent / Airport Representative / Front Desk Agent:

- Reply to all inquiries via email.
- Acknowledging and greetings guests in a timely manner and professional, whether via phone or in person.
- Contribute to the security of the hotel by helping to monitor all guests.
- Doing standard check-in and check-out procedures in a timely manner, while ensuring guest is clearly informed about the hotel.
- Solving guest complaints or problems.
- Upselling hotel products by identifying guest needs.

Crocs LLC, Dubai: U.A.E.

February 2014 - October 2014

Supervisor:

The Meat Co., Food Fund International PLC
Dubai, U.AE

December 2012 – January 2014

Assistant Manager of Guest Service

Zara Cocktail Lounge

Asmara, Eritrea

July 2011 – September 2012

Manager/Promoter/Events Organizer:

Hala Travel Management

Abu Dhabi, U.A.E.

Jan 2011 – July 2011

Corporate Travel Consultant (Reporting to Duty Manager)

Mahi Mahi Restaurant

Dubai, U.A.E.

March 2010 – December 2010

Senior Hostess:

Other jobs:

Airline Ticketing Officer Asmara, Eritrea

April 2007 – October 2009

Reservation and Ticketing Agent

- Account Clerk Asmara, Eritrea

Eritrean Airlines

March 2005 – March 2007

Internships:

- Asmara International Airport Asmara, Eritrea

- June 2003 – August 2003

- Station Agent

GEDECC

Asmara, Eritrea

Summer 2000

Assistant to Manager

Education:

Guglielmo Marconi Liceo Scientifico - Asmara, Eritrea (2000 -2004)

Keih Bahri Secondary School – Asmara, Eritrea (1997 – 2000)

Our Lady of Lourdes – Washington, D.C., USA (1994 – 1997)

St. Patrick's Elementary School – Camden, U.K. (1988 – 1992)

Skills:

Excellent typing skills, fluent in Microsoft Office, Excel and MS Outlook and also Opera system. Intermediate knowledge of Micros system.

Team player, can adapt easily to new things, confident, can work under pressure and independently. Very enthusiastic and passionate.

Languages: Expert in reading, writing and speaking in English and Italian.

Intermediate in reading and writing in Tigrigna. Fluent speaker in Tigrigna.