**ABDULHAKIM MOHAMED ALI**

Cell: (+254) 717057278

abdulhakimmohamed07@gmail.com

Adaptable Front Desk Receptionist with experience in a variety of industries and a history of success in providing exceptional customer service. Experience in managing all facets of front office administration, including handling multi-line phone systems, managing schedules, and maintaining reception and waiting areas. Hands-on skills in using applications such as MS Office, Millennium, and QuickBooks to facilitate daily office operations.

**Core Qualifications**

* Customer Service
* PMS software-Opera
* Office Administration
* Bookkeeping
* Schedule Management
* Office Maintenance
* Inventory and Supply Management

**Professional Experience**

**RECEPTIONIST**

**24/9/2017- 28/02/2018**

**ELITE GRANDE HOTEL**

* Greet and welcome guests in person and on phone; answer and direct inquiries to designated department.
* Maintain log books, including sign-in/out logs, front desk expenditures, and calls received.
* Pick up and sort daily incoming correspondence and deliver sorted mail to addressees.
* Maintain executive managers’ calendars by planning and scheduling conferences, teleconferences, and travel.
* Develop and utilize effective filing and retrieval systems, and maintain office supplies by placing orders and evaluating new products.
* Manage front office reception area by cleaning and organizing desk and visitor lobby.

**FRONT DESK RECEPTIONIST**

**4/1/2013 - 2/12/2014**

**NAIROBI HOMES.**

**•** Demonstrated proficiencies in telephone and front-desk reception within a high-volume environment. Calmed upset/angry customers researched and rapidly solved problems and rebuilt client trust to prevent the loss of key accounts.

• Led "cleanup" of company database and files. Restored organization to personnel, financial and operational records and accelerated data input, processing and retrieval times.

• Consistently praised by management for the quality and timeliness of reports, attention to detail, exemplary customer service delivery and team-player attitude.

**FRONT DESK RECEPTIONIST**

**7/1/2012 - 18/12/2012**

**WATAMU RESORTS**

**Malindi, KENYA**

* Answered high volume phone calls, booked appointments, and greeted clients.
* Handle all stages of a guest stay.
* Registering and booking in guests in and out of their resume while accommodating any special request.
* Offered clients beverages, and collected and processed payments for services rendered.
* Handling company inquiries

**Education**

* Diploma in Business Information Technology at [Mount Kenya UNIVERSITY].
* Certificate in Management and Hospitality at [MARITIME INSTITUTE OF HOSPITALITY].
* Core Standalone Computer certification including CISCO.
* High School at [ALLIDINA VISRAM].