

Mohamed Ibrahim



Al Majaz Sharjah
+971555992662
Mohedibrahim198504@gmail.com
Sharjah, UAE

OBJECTIVE

A driven and highly skilled hospitality professional offering 14+ years' experience in Front Office and Sales. Strong leader possessing outstanding work ethic and integrity. Excels in a fast paced environment where meeting the deadlines and maintaining focus on a high proficiency with excellence. Leading the team to provide the best work possible and company growth. Chosen as pre-opening member in two different hotels.

EDUCATION

Zagazig University
Bachelor of Commerce
2006

Cornell University
Strategic marketing for hospitality
2013

EXPERIENCE

Duty Manager (reporting to GM) Al Majaz Premiere Hotel Apartments
(Pre-opening)
Hotel Incharge – Sharjah Premiere Hotel & Resort
Sept 2013 – Current
Sharjah, UAE

- Acting manager on duty when necessary. Made decisions successfully solving all the guest concerns.
- Perform miscellaneous tasks assigned by general manager.
- Patrolled the hotel to ensure safety and security of associates, guests and hotel property.
- Pre-opening set up, leadership, budgets, staffing.
- Investigate all the service, safety issues reported during the shift to find their cause and recommend the solutions to avoid repeat again.
- Respond to all guest complaints in courteous and efficient manners and do the follow ups to ensure guest satisfaction.
- Oversaw the Operation Department of the hotel.

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Operations Manager / AGM - Al Bada Resort

Feb 2011 – August 2013

Al Ain, UAE

- Identify opportunities to increase hotel sales and income, work directly with clients to implement and drive the hotel programs.
- Pre-opening set up, leadership, budgets, staffing.
- Developed the hotel operations policies.
- Work in conjunction with the sales and marketing team to develop the marketing strategies
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- Prepare the outline for budget and annual revenue.
- Undertake regular inspection in whole property.
- Research and recommend room rates for implementation.
- Maintained the statistic and financial records.
- Monitored and trained the sales team.
- Maintained accurate rates and inventory allotment in the OTA extranet.

Front office Manager | Al Dana Hotel Apartments

April 2006- Feb 2011

UAE –RAK

- Managed and monitor activities of all the front office employees.
- Create schedule utilizing forecasting and scheduling tools to provide maximum efficiency and labor saving
- Undertake full responsibility for managing and controlling front office expenses.
- Trained front office team for handling the VIP guest.
- Act as Manager on duty for the hotel dealing with problems solving guest requests.
- Planned the future manpower for the department.
- Ensure the accuracy of the room count.

Front office Receptionist | Iberotel Palace

May 2006- April2007

Sharm Al Sheikh Egypt

- Greets, register and assign rooms for the guest
- Issue room key for the guests.
- Answer telephone calls.
- Transmits and receive telephone messages and set up guest wake up calls.
- Compute bills collect payments.
- Post charges such as room, food, liquors, telephone to the guest folio.
- Check out the guest and ask them about their stay.
- Keep record of room's availability.
- Date stamps, sorts, and racks incoming mails and messages.

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Skills & Abilities

- Prolific experience with the management of hotel, resort, and hotel apartments.
- Keen understanding of guest expectations and customer service.
- Ability to work well in high pressure environment.
- Proficient in the use of common MS Office applications.
- Familiar with PMS systems Opera. Prologic. Hosnet.
- Solid with oral and written communication skills.
- Demonstrates excellent sales skills
- Have a well-founded understanding of all hotel regulations.

Achievements

- Selected for launching /pre-opening in two hotels
- Trained and motivate new staff.
- Met all company budget and financial requirements.
- Promoted to assistant general manager in Al Bada Resort 2012.
- Worked as hotel in charge in Sharjah Premiere Hotel and Resort.

Leadership

- Led staff to achieve the work goals in many occasions
- Led sales team in making sales blitz.
- Led and trained front office team to increase the profitability.

Personal Details:

Name: Mohamed Ibrahim
 DOB: 30/04/1985
 Marital Status: Married

Reference:

Available upon request