

# Mohamed Ibrahim

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Al Majaz Sharjah  
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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**

- Leaded staff to achieve the work goals in many occasions
- Leaded sales team in making sales blitz.
- Leaded 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