RUKIYA HADAD MOHAMED

RESUME

Age: 26
Gender: Female
Nationality: Kenyan

Highly organised and detail oriented front office personnel. I can effectively manage smooth operations of an office. I have the ability to communicate professionally and collaborate with team members. I am able to prioritise tasks and can multitask efficiently. This has allowed me to develop exceptional time management and problem solving skills.

PROFILE

EMAIL
shaheen0haddad@gmail.com

PHONE
+971 55 179 0061

ADDRESS
Sharjah UAE

SKILLS

- **CUSTOMER SERVICE**
- **INTERPERSONAL AND COMMUNICATION SKILLS**
- **ADAPTABILITY**
- **PROBLEM SOLVING**
- **ABILITY TO WORK WITH A TEAM**
- **ABILITY TO MULTITASK**

LANGUAGES

ENGLISH - *Fluent*

SWAHILI - *Fluent*

WORK EXPERIENCE

January, 2021 - July, 2024

FRONT DESK EXECUTIVE

Baitil Aman Guest House

•Warmly greet guests, handle check-ins and check-outs, verify bookings, process payments, and assign rooms efficiently.
•Manage online, phone, and walk-in reservations, handle cancellations, modifications, and ensure accurate guest details.
•Provide information about hotel services, local attractions, and transportation; handle guest complaints and offer concierge services.
•Maintain guest records, liaise with housekeeping/maintenance, manage billing, and ensure proper communication across departments.
•Follow security protocols, protect guest information, and monitor access to the hotel.
•Promote hotel services, offer upgrades, and assist with loyalty programs.
• Encourage guest feedback, address post-stay concerns, and report to management
•Coordinate with colleagues and assist in training new front desk staff.

July, 2020 - December, 2020

SECRETARY

Hiba Motors

I managed daily office operations, including filing, processing cheques, handling cash receipts, and primarily assisting in drafting agreements between the company and its clients. I also performed computer-related tasks that involved managing large volumes of government-related and company information.

December, 2019 - June, 2020

SECRETARY

Malik Boeki and Co. Limited

I was responsible for managing filing systems, tracking client installment payments, and drafting agreements for the company.

August, 2019 - October, 2019

INTERN MEDICAL ENGINEER

Mewa Hospital

Assisted in maintaining and repairing medical equipment and hospital facilities, including electrical and mechanical systems, to ensure smooth and safe operations.

Kenya Mombasa

EDUCATION

June, 2024 - August, 2024

CERTIFICATE IN FRONT OFFICE OPERATIONS AND ADMINISTRATION
Rifkins college

Distinction

January, 2022 - Continue,

DIPLOMA IN ACCOUNTING AND FINANCE
East Africa Institute of Certified Studies

September, 2017 - January, 2020

MEDICAL ENGINEERING
Technical University of Mombasa

Studied the operation, maintenance, and troubleshooting of medical equipment, with a focus on electrical, electronic, and mechanical systems. Gained knowledge of how these devices interact with the human body and support patient care in clinical settings.

Mombasa, Kenya

June, 2017 - July, 2017

CERTIFICATE IN QUICKBOOKS
Star Institute of professionals

Passed

January, 2017 - ,

CERTIFICATE IN MICROSOFT OFFICE SUITE
Ammarcom Institute

Passed

REFERENCES

Available upon request