OMAR ISAAC KAGINGO

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**SUMMARY**

* Dedicated professional with 2 years of experience in guest relations, concierge services, and customer service management in the hospitality industry
* Demonstrated expertise in handling complex guest interactions and maintaining high standards of customer service, leveraging extensive training in OPERA Property Management System
* Showcased great teamwork through having suggestive inputs during team discussions and actively participating in team building activities such as work related sports
* Highly skilled in organizational tasks, multitasking, and prioritizing duties to ensure operational excellence and guest satisfaction in fast-paced environments
* Adept at fostering positive guest experiences through effective communication, empathy, and a proactive approach to problem-solving
* Proficient in safety protocols, including fire safety and first aid, to ensure a secure environment for staff and guests
* Committed to ongoing professional growth and learning to enhance team effectiveness and achieve organizational objectives

**SKILLS**

Hospitality Management | Customer Service | OPERA PMS | Interpersonal Communication | Team Collaboration | Multitasking | Problem Solving | Empathy | Fire Safety & First Aid | Flexibility & Creativity | Multilingual Communication (English & Swahili Proficiency) | Guest Relations | Client Satisfaction | Administrative Support | Crisis Management | Safety Compliance | Emergency Response | Operational Efficiency | Team Leadership | Conflict Resolution | Booking Systems | Tourism & Travel Services | Event Planning Coordination | Service Excellence | Security Protocols |

**PROFESSIONAL E****XPERIENCE**

**Hyatt Regency Dubai, UAE Jan 2023 – Present**

**Guest Service Officer (GSO)/ Reception | Concierge Agent**

* Managing guest interactions by offering a warm & professional greeting upon arrival and setting a positive tone for their stay
* Ensuring smooth check-in and check-out process for our esteemed guests
* Looking out for opportunities such as birthday, honeymoon, and anniversary celebrations to show care and personalised experiences for each individual guest
* Adeptly addressing complaints with empathy and fulfilling requests to ensure a high level of customer satisfaction
* Orchestrating comprehensive guest services, including the handling of mail, luggage, and administrative tasks, to streamline operations and enhance guest experience
* Actively promoting hotel facilities through insightful interactions with new guests hence creating memorable experiences in the property
* Proactively arranging transportation and excursions and providing insightful recommendations on local attractions, dining, and entertainment options, enriching guest experiences
* Cultivating a network of local contacts and service providers to facilitate exceptional service delivery and guest support

**Sharjah International Airport, UAE**  **December 2022 – February 2023**

**Airport Ground Service Internship**

**Customer Service Agent Intern**

* Successfully completed an intensive 90-hour customer service training, developing key competencies in guest relations and operational support

**Etisalat Facilities Management (Deployed at Rixos The Palm Dubai & Hyatt Regency Dubai), UAE Sep 2021 – Nov 2022**

**Hotel Security Officer**

* Ensured the safety and security of hotel guests and premises as part of a dynamic security team
* Coordinated effectively with law enforcement to resolve issues and provided immediate response to security concerns

**EDUCATION& CERTIFICATION**

* Cabin Crew Certificate, Blue Ocean Academy, Dubai, UAE, 2022 – 2023
* Customer Service Management, HRD Training, Dubai, UAE, 2023
* Uganda Advanced Certificate of Education, Kampala, Uganda 2018 – 2020
* Uganda Certificate of Education, Kampala, Uganda 2014 - 2018