Mohamed Saleh

Experienced Hotel Management Professional Cluster Duty Manager | Humble Leadership, Hospitality Management

Proven leader with a track record of driving revenue growth at Time Hotels, adept in strategic planning and complex problem-solving. Excels in building teams and fostering excellent customer relations, significantly enhancing satisfaction levels. Skilled in hotel management and incident management, consistently achieving and surpassing sales targets.



Accomplishments

- Certificate of Appreciation by Expo 2020 Dubai.
- Highest Upseller Award by Hilton Hotels.
- Guru Award by Hilton Hotels.
- Best Employee by Hilton Hotels.
- SALT Winner by Hilton Hotels.
- Best Performance Award by Hilton Hotels.
- Star Bond Award by Hilton Hotels.
- Achievement Award by Hilton Hotels.
- Catch me at my best Award by Hilton Hotels.
- Top Hilton Honors Enroller Award



Work History

2024-02 -Current

Operation Specialist and Receptionist

Tasjeel Center For Private & Corporate Vehicles (ENOC & RTA) , Dubai, UAE

- Assist customers with the new vehicle registration or Transfer ownership process or Renewal, whether it's for a showroom purchase, agency purchase, transfer from another emirate, Copart purchase or an imported car, ensuring that all documentation is in order.
- Assist customers in selling or transferring their license plates, providing guidance on the process through the Dubai Drive App, RTA website, Dubai Now or ENOC - TASJEEL Center or MOI, Tamm App.
- Collected and distributed messages to team members and managers to support open





Contact

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Languages

Arabic

Bilingual or Proficient (C2)

English

Bilingual or Proficient (C2)

communication and high customer service.

 Increased customer satisfaction by warmly greeting visitors and promptly addressing their needs.

2022-06 - Cluster Duty Manager

2023-01

2022-04

Time Hotels, Dubai & Fujairah, UAE

- Generating the Duty Manager Report that includes important revenue Statistics (daily, monthly, yearly), REVPAR, ADR, for the next day, checkouts, examining occupied rooms (OTA, individual, corporate bookings), No show bookings (charged or not charged).
- Inspecting all areas of the hotel on a daily basis to verify cleanliness, maintenance and staff behavior.
- Taking action on any damages or problems by providing photos, a clear description and filing an incident report when necessary.
- Handled escalated customer issues with diplomacy, ensuring satisfactory resolution while preserving long-term client relationships.
- Monitored daily financial reports, reconciling discrepancies to ensure accurate accounting records were maintained at all times.
- Trained employees in essential job functions.

2021-09 - Ticket Sales and Resolution

Expo 2020 Dubai, Dubai, UAE

- Summarize and Detailing the prices of the various ticket packages for Expo 2020 Dubai.
- Offer support in resolving any issues including refunds, exchanges, cancellations.
- Managed inventory levels effectively, minimizing waste and ensuring adequate stock for high-demand events.
- Established positive and collaborative team environments, promoting healthy competition and enhancing staff engagement.
- Increased ticket sales by implementing effective promotional campaigns and targeted marketing strategies.



ONQ Insider (PMS)

Advanced

Protel (PMS)

Advanced

Opera (PMS)

Advanced

POS System

Advanced

CRM Software

Advanced

Tasjeel Plus+

Advanced

CIS (RTA)

Advanced

CID Hotel System

Advanced

Microsoft Office Suite

Advanced



Certifications

2009-07

Basic Business Skills Acquisition (BBSA).

2009-08

Communication Skills Sponsored by Dale Carnegie.

2009-08

Customer Service Track by Talal Abu Ghazaleh (CS).

2019-04 - Front Office Credit Coordinator (Replacing Front Office Assistant Manager)

Hilton Cairo Heliopolis Hotel, Cairo, Egypt

- Reviewing occupancy, monitoring competitor pricing, and identifying promotional chances.
- Confirming arrival paperwork before guests check in to guarantee charges correspond with the reservation.
- Verifying room fees for extended stay guests match system rates.
- Generating night manager reports and detailing various significant metrics such as occupancy, revenue, REVPAR, ADR and checked-in room analysis. These reports cover IND, OTA, Group and Corporate accounts, providing valuable insights into the hotel's performance.

2015-06 - Senior Guest Service Agent (Replacing Duty Manager & Night Manager)

Hilton Pyramids Golf Resort, Cairo, Egypt

- Delivering excellent service to hotel guests by helping with their needs and resolving any issues or grievances them have in order to guarantee complete satisfaction.
- Drafting reports on guest comments, occupancy rates, income, and any operational difficulties faced during my shift to give management useful information for decision making.
- Streamlined check-in procedures for improved efficiency and reduced wait times.
- Managed reservation systems, accurately inputting guest information and maintaining up-to-date records.
- Supported manager in implementing new initiatives aimed at enhancing the overall guest experience.
- Promoted hotel loyalty programs to increase customer retention rates and drive long-term business growth.

2009-12
ICDL Certificate
accredited by UNESCO.

2011-04

Human Recourses
Professional Diploma
Certificate accredited by
Oxford (HRM).

2017-06

Firefighter Training
Accredited by Civil
Defense and Fire Egyptian Ministry of
Interior.

2019-05

Cross Exposure in Guest Services, Guest Relation, F&B, Housekeeping Departments at Hilton Hotels.

2019-07

Health & Safety, First Aid Training at Hilton Hotels.

2019-07

Focus on Quality
Complaint Handling and
Accomplished the WOW
– Customer Service
Workshop at Hilton Hotels.

2019-12

Information Security
Policy & Fire Alarm &
Mastering the Art of
Service Training at Hilton
Hotels.

2021-08

Humble Leadership & Global Inclusion of Team.

2014-06 - Medical Secretary & Receptionist (I.C.U & C.C.U)

Arab Contractors Medical Center, Cairo, Egypt

- Managing patient appointments, maintaining medical records, providing administrative support to medical staff.
- Greet and assist patients, answer phone calls, and handle insurance and billing inquiries with efficiency and professionalism
- Prioritized calls through screening process and transferred calls and recorded messages for appropriate personnel.
- Located, checked in, and pulled medical records for patient appointments and incomplete charts.
- Supported office staff and operational requirements with administrative tasks.

2010-01 - Call Center Customer Service 2014-01 Professional

Etisalat & Vodafone & Mobinil & Exceed & Airfare (Multinational Company's) , Cairo, Egypt

- Handled escalated calls professionally, effectively resolving complex issues and ensuring client satisfaction at all times.
- Managed high call volumes while providing exceptional customer support and maintaining professional composure.
- Enhanced customer satisfaction by efficiently addressing and resolving inquiries in a timely manner.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Adhered to company policies and scripts to consistently achieve call-time and quality standards.



Strong Leadership and Team Building Skills

Excellent Communication and Interpersonal Skills

Business Development and Sales Targeting

Proficient in Hotel Management

Strategic Planning and Complex Problem-Solving Abilities

Proven Track Record of Driving Revenue and Profitability Growth

Staff Management and Scheduling Coordination

Time Management & Performance Analysis

Incident Management and Cost Reduction

Teamwork & Lead generation

Customer Complaint Resolution



2004-09 - Bachelor of Law: Common Law

2008-06

Cairo University - Cairo, Egypt