

NASHIM ZAWADI KIRABO

Mobile: +971 561013844

Email: nashimzawad@gmail.com

Position: Concierge

ALqouz-Dubai, UEA



SUMMARY

Energetic Concierge Team Leader with over 3 years of successful experience offering superb customer service in a very busy environment while meeting high expectations of residents and management staff. Dependable with a strong work ethic and high level of performance. Strong organizational skills and attention to detail.

SKILLS

Customer Service, Answering Phones, Data Entry/Typing, Greeting & Directing Residences & Visitors, Proficient Computer, Strong Organizational, Sales teams, Medical Agencies, Record Management.

WORK EXPERIENCE

HOUSEKEEPING – January 2018 – October 2021.

Employers name – IDAMA FACILITIES MANAGEMENT

Team Leader

Duties and Responsibilities:

- Ensuring that offices and public areas are cleaned to the highest standards.
- Working closely with other housekeeping and maintenance staff.
- Following strict infection control policies.
- Creating a clean and safe environment for all.
- Regularly checking the status of all offices.
- Using vacuum cleaners, floor polishers and carpet shampoos.
- Making sure that all cleaning equipment is maintained and stored away properly.
- Cleaning lavatories, baths, sinks and hand basins.
- Ensuring that lost property is kept safely and returned to its owner.

- Carrying out all other reasonable requests by management.
- Reporting any security issues to line manager.

Concierge Team Leader

SHERATON HOTEL, February 2014 – November 2017.

- Welcomed guests upon entrance and confirmed reservations.
- Arranged premium tickets to in-demand shows, sporting events, and concerts.
- Acted as the point of reference for guests who need assistance or information and attend to their wishes and requirements.
- Made dining reservations at the most coveted restaurants.
- Understood guests needs and provide them with personalized solutions by suggesting activities and facilities provided by the hotel.
- Acquired extensive knowledge of the premises and the nearby venues and businesses to make the most suitable recommendations.
- Arranged events, excursions, transportation, etc. upon request from hotel guests.

EDUCATIONAL QUALIFICATION

☐ **High School Level Education.**

☐ **SIRA Security Certificate.**

PERSONAL INFORMATION

Name: NASHIM ZAWADI KIRABO

Nationality: Uganda

Date of Birth: 01/01/1986

Sex: Female

Marital Status: Single

Languages Known: English

Passport No: **B1248035**

Passport Expiry: 17/08/2025

Visa Status: Cancellation

DECLARATION

I hereby declare that the above information is true and correct according to the best of my knowledge & My Experience.

NASHIM ZAWADI KIRABO

REFERENCE: Available upon request

