

Saudi Arabia, Riyadh

+966562244243

Abaalkhail.aziz@gmail.com

ABDULAZIZ RAED ABAALKHAIL

SUMMARY

- Capable of adapting and learning in the toughest conditions.
- Flexible working hours.
- Leadership.
- Professional, experienced, and accurate in customer service and public relations.

CORE SKILLS

CUSTOMER EXPERIENCE

COMMUNICATION

ENGLISH LANGUAGE

MICROSOFT OFFICE

ORGANIZATION

WORKING UNDER PRESSURE

TARGET

Looking forward to work in a great encouraging environment that will lead me to professional in my career.

> EDUCATION

Associate's Diploma Degree of Human Resources Management with an "Excellent" Grade (4.59), *King Saud University*, Riyadh, Saudi Arabia January 2017

> WORK EXPERIENCE

Hilton Riyadh Hotel & Residences, Riyadh, Saudi Arabia.
- **Duty Manager** September 2020

- Manage two building contain 866 units with +50 team member.
- Provides functional assistance and direction to all departments.
- Supporting the management with the overall operation of the hotel.
- Managing corporate, organizations and individual guest portfolios.
- Resolved customer complaints and conflicts to ensure satisfaction.
- Ensured third-party reservations have been properly processed.
- Ensuring the safety and security of the building, guests and team member and filling duty manager reports.
- Managing the audit for the business day and process the night run.
- Prepared daily management reports as required.

Hilton Baku, Baku, Azerbaijan.
- **Guest Relation Executive.** July 2019

- Be present most of the time in front of the lobby
- Recognize the guest and welcome him warmly
- Make sure guest is overall satisfied
- Translate to the guest without asking to make him feel welcomed
- Tracking the satisfaction program SALT.
- Try to resolve all guest issue before it happen and make sure his

Hilton Riyadh Hotel & Residences, Riyadh, Saudi Arabia.
- **Departmental Training.** June 2018

- Set a high example regarding punctuality, appearance, attitude, leadership observance of Hotel Policies and Procedures, loyalty to management and interdepartmental cooperation.
- Provide mentoring, coaching and regular feedback to help manage conflict and improve team member engagement.
- Assisting with the management of team, setting objectives, probationary reviews, appraisals and training.
- One to one trainig on the desk during duties.
- Tracking team members mandatory courses and provide extra learning when needed.

Hilton Riyadh Hotel & Residences, Riyadh, Saudi Arabia.
- **Guest Service Agent in Pre-Opening stage for 866 room.** March 2018

➤ TRAINING COURSE

1. King Saud University, Riyadh, Saudi Arabia.
Management of small projects 2016
2. King Saud University, Riyadh, Saudi Arabia.
Creative thinking 2016
3. Saudi commission for Tourism & National Heritage, Riyadh, Saudi Arabia.
Developing the abilities and skills of tourism marketing personnel 2018
4. Saudi commission for Tourism & National Heritage, Riyadh, Saudi Arabia.
Safety and Security in the tourism industry 2018
5. Hilton University, Riyadh, Saudi Arabia.
288 Different courses between self-management, Emotion intelligent, Anti-corruption and team management. 2018
6. Hilton University, Riyadh, Saudi Arabia.
IGNITE, Manager of the future program. 2019

➤ VOLUNTEER EXPERIENCE

1. Gulf week to raise awareness of cancer
Organizer & General Supervisor 2016
2. Charity health care for the sick
Organizer & Honoring Supporters 2016
3. Health for All campaign
Organizer & Prepare Healthy Volunteer 2016
4. Saudi Arabia's Budget
Organizer's Supervisor 2018

➤ REFERENCE

Ali Fallatah : +966503595383
Front Office Manager, Hilton Riyadh

Alaa Alansari : +966559626664
Ass. Front Office Manager, Hilton Riyadh

Lars Sammelius : +994772774712
Director of Operations, Hilton Baku