

RAHMA EL ARAB

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SUMMARY

Results-oriented and **organized worker** with **time management** and **problem-solving skills**. I was known as an **effective** and **fast learner**. I am seeking a challenging **customer service representative** role due to my **5 years' expertise** in **operations' customer service** in the F&B and hospitality sectors.

CURRENT EXPERIENCE

Team Leader

Sanad Lounge - Doha, Qatar | 07/2023 - Present

- Monitored **team performance** and **report on metrics**.
 - Discover **training needs** and **provide coaching**.
 - **Listen** wisely to team members' **feedback** and **resolve** any **issues** or **conflicts**.
 - Recognized **high performance** and **reward accomplishments**.
 - Encouraged **creativity** and **risk-taking**.
 - Planned for **duty operations** to reach the **customers'** and **management satisfaction**.
 - **Motivated** the **teammates** by **creating new ideas** for a **challenging work environment**.
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FORMER EXPERIENCES

Waitress

Fusion - Harrods Tea Room - Doha, Qatar | 11/2022 - 06/2023

- Worked on **greeting customers** and **presenting menus**.
- **Professionalized** with **taking** and **delivering** food and drink **orders**.
- **Proposed suggestions** and **upselling based** on **customer preferences**.
- Arranged table settings and kept tables clean and tidy.
- **Processed bill payments** and provided excellent **customer service**.

Counter Staff

LBACC - Beirut Airport, Lebanon | 06/2019 - 09/2022

- Worked **under pressure** for 12 hours per day and 5 days per week.
- Experienced in **customer service** of **various nationalities** as UN soldiers, diplomats, and civil **passengers** and dealing with **crowds**.
- Accomplished working on **POS**, **counting floats**, and **controlling the flow** of different **currencies** thoroughly.
- Achieved **preparing food techniques**, as ready-to-eat food and coffee orders with in **high quality production**.
- Gained and applied professionally **selling-service** and **upselling techniques**.
- **Self-managed** and **oriented customer satisfaction** during **rush hours** and **delayed flights**.

Hostess

Phoenicia Hotel - Beirut, Lebanon | 05/2017 - 04/2019

- Greeted and acknowledged guests and seated patrons by escorting them to assigned tables and communicating with them.
- Presented menus, created personal dining expertise, and followed up on the requested orders.
- Accepted and organized reservations and prioritized reserved accommodating customers.

Sales

Perfect Timing, Lebanon | 2018 - 2019

- Assisting customers in selecting the perfect timepiece, understanding their preferences and needs.
- Provide in-depth product knowledge and educating customers about the craftsmanship and history behind each watch.
- Build strong relationships with clients to ensure their needs are met, and they become loyal customers.
- Collaborating with the management team to meet and exceed sales targets.
- Assist in creating memorable and personalized
- shopping experiences that exceed customer expectations.

Hostess

Lebanon | 2017 - 2018

- Welcome visitors. Receptionists greet customers and visitors, determine their needs and direct them appropriately.
- Answer phone calls.
- Manage mail.
- Perform administrative duties.
- Ensure cleanliness.
- Assist in maintaining security.
- Update calendars and schedule meetings.
- Manage finances.

Admin Assistant

LibanPost - Beirut, Lebanon | 02/2016 - 03/2017

- Provided office support to either an individual or team and is vital for the smooth-running of a business.
- Generated telephone calls, receiving and directing visitors, word processing, creating spreadsheets and presentations and filing.

Sales Associate

Mike Sport - Beirut, Lebanon | 01/2015 - 01/2016

- Welcomed customers, maintained floor appearance, and directed customers to go register.
- Ensured high levels of customer satisfaction through excellent sales service.
- Assessed customers needs and provided assistance and information on product features.

Autocad Drawer

Envelope - Beirut, Lebanon | 03/2014 - 12/2014

- Followed complex instructions and diagrams to create or modify drawings.
- Took verbal direction and implemented it into sketches and calculations to produce plans, elevations, technical details, and building layouts.

EDUCATION

Bachelor of Degree in Interior Design (GPA 2.7/04)

Arts, Sciences and Technology University in Lebanon (AUL) - Beirut, Lebanon | 06/2016

CERTIFICATIONS

Food Allergy and Intolerance Online Training Assessment | 01/2023

Food Standards Agency | United Kingdom

Health Certificate as Food Safety Handler | 02/2023 - 02/2024

Ministry of Public Health, Medical Commission | State of Qatar

Experience Certificate as Food Server | 06/2023

FUSION Outsources & Services LLC, Qatar Airways | State of Qatar

LANGUAGES

- Arabic: native
- English: Fluent
- French: Fair

RELEVANT SKILLS

- Team Development
- Interpersonal Skills
- Emotional Intelligence
- Customer Service Skills
- Creativity and Accuracy