Curriculum vitae

Essais Imen

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Objective

Seeking challenging job that match my qualifications, experience and my academic background in a people-oriented company.

Experience

Administration assistant /Secretary

► February 2012 – October 2020 **Dubai duty free**

●Answer phone calls and redirect them when necessary.

●Manage daily agenda and arrange new meetings and appointments.

●Prepare and disseminate correspondence, memos and forms.

●Make travel arrangements.

●Assist with the local recruitment process including scheduling of interviews and documentation.

●Conducting initial screening interviews with junior level applicants.

●Acknowledge all speculative applications and maintain oracle database of all applicants.

●Assist with the internal vacancy selection process (transfers; promotions; beauty advisors and dedicated staff)

●Assist with the external vacancy selection process for overseas recruitment.

●Submit monthly statistical reports.

Guest Relation Officer

► April 2009 – February 2011   **Grand Hyatt Dubai**

●Achieve positive outcomes from guest queries in a timely and efficient manner.

● Ensure an efficient reception experience for guests, including check in /out, and complete audit procedure, as required

● Use the correct procedures regarding the acceptance of foreign currencies, credit cards and cash accordance with the hotel credit policy

● Demonstrate a high level of customer service at all times.

Education
▪ Bachelor's degree on Marketing
   Tunisia

Language
▪ Arabic: Mother tongue
▪ French: Read, speak and write
▪ English: Read, speak and write

Computer skills
▪MS Word, MS Excel, opera, lotus notes

Personnel
▪ Date and place of birth: 17/05/1985 in Tunisia

In formations
▪ Gender: Female
▪ Marital status: Single
▪ Nationality: Tunisian
▪ Hobbies: travel, sport

Qualifications
▪ Hard working with high ability to learn new concepts
▪ Extremely high sense of team spirit
▪ Self learn with high ability to work under pressure

References and transcripts are furnished upon request.