



# Khalil Shieha



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Medina, Saudi Arabia 42382

## SKILLS

- Guest experience improvement
- Commanding leadership
- Team leadership
- Client support
- Customer relationship management
- Employee coaching and mentorship
- Customer satisfaction
- Shift checklists
- Outstanding communication skills
- Flexible schedule
- Excellent written and verbal communication
- Data organisation
- Event coordination
- Data entry
- Microsoft Office
- Professional and mature
- Dedicated team player
- Office cleanliness
- External communications
- Strong problem solver
- Operational processes
- Self-directed
- Arabic language ( native )
- English language ( advance )
- File and data retrieval systems
- Staff motivation
- Problem resolution
- QuickBooks

## EDUCATION

Paris Air Inc. | Vero beach FL , United state  
Commercial pilot : Aviation

- Graduate with A Commercial Pilot license MEL instrument rated PPL.

Al-Aws private high school | Medina, Saudi Arabia  
High school : Natural Sciences

- Graduate with 86,46%

Saudi Academy Of Civil Aviation | Jeddah , Saudi Arabia  
Level 5: English language proficiency ICAO qualification

Kaplan International | Auckland , New Zealand  
Advance : General English

## PROFESSIONAL SUMMARY

Enthusiastic with knowledge of resolving customer problems. Works to increase success through effective work strategies and customer service.

Loyal employee with solid understanding of training and mentoring employees. Dedicated team player, proactive and hands-on in task completion.

Committed manager with exceptional leadership, organisational skills, and communication abilities leads high-performing cross-functional teams. Leads projects, company operations and business growth.

Resourceful employee with outstanding knowledge to develop and maintain healthy customer pipeline. Consistently works to attract new business opportunities.

Energetic employee well-versed in strong communication and organisation skills. Committed to seeking solutions to solve problems and applying extensive analytical knowledge to findings. Adept at multi-tasking, leading group discussions and official team speaker projects.

## WORK HISTORY

03/2021 - Current

**Reza food service ( McDonald's )** | Medina, Saudi Arabia

Guest experience leader - Promoted to Swing Manger 01/06/22

- Increased production rate by keeping materials and resources in stock.
- Explored and created new ways to resolve problems with processes, technology or team members to improve overall efficiency.
- Resolved customer queries and problems using effective communication and providing step-by-step solutions.
- Applied positive customer service approach to increase sales and satisfaction levels.
- Maximized customer engagement and satisfaction by delivering excellent customer service.
- Met monthly time and budget targets.
- Spoke to customers in multiple languages to resolve problems and answer questions.
- Planned and executed new strategies to increase sales.
- Developed excellent working knowledge of industry trends and improvements in processes.
- Collaborated with staff to formulate budgets and improve department revenue.

05/2019 - 01/2020

**Marriott hotels&resorts** | Medina, Saudi

Receptionist Supervisor

- Greeted visitors, assessed needs and directed them to appropriate personnel.
- Resolved issues swiftly and efficiently in a friendly, supportive manner.
- Warmly greeted customers within few seconds, qualifying reason for visit and providing accurate information to maintain positive working relationships.
- Greeted incoming customers in a professional manner and provided friendly, knowledgeable assistance.