

Muhannad Safar Albeshar

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Professional Summary:

Administration Technology and Small Business Management specialist with practical experience in front office operations within the hospitality industry and hands-on training in business process optimization, data analysis, and operations management. Skilled in using CRM and ERP systems, reservation platforms, procurement, and customer relationship management to support efficient business performance. Familiar with financial reporting, risk assessment, and cost control strategies, with a keen interest in revenue optimization and strategic sales planning. Proficient in Microsoft Office (Excel Advanced Analytics, PowerPoint, Outlook), data visualization tools (Power BI, Tableau), and project coordination software (Trello, Asana). Seeking to contribute to a dynamic organization that values innovation, leadership development, and growth in sales and marketing functions.

WORK EXPERIENCES:

- JW Marriott Hotel Riyadh** June 2022 – Present
Guest Experience Expert
 - Deliver personalized guest services, addressing needs and ensuring high satisfaction.
 - Resolve guest inquiries, complaints, and special requests to maintain service excellence.
 - Coordinate with hotel departments to optimize operations and enhance service quality.
 - Implement feedback strategies to boost guest engagement and loyalty.Utilize hospitality systems for efficient check-ins, check-outs, and room assignments.
- Fairmont Business Gate** April 2023
Trainee – Sales, Events, Procurement
- Hilton Riyadh Hotel & Residences** June – July 2022
Trainee – Front Office, Reservations, Sales

EDUCATION:

- Diploma in Administration Technology – Small Business Management | **Licolln T%H college** | 2023
- GPA: 4.60 out of 5 – **Excellent**

CERTIFICATES & TRAINING COURSES:

- **Effective Communication in Tourism** | HTMH & Saudi Ministry of Tourism | 2024
- **Event Crowd Management** | Les Roches & Saudi Ministry of Tourism | 2024
- **Business Etiquette** | Sant Pol School of Hospitality | 2024
- **Executive Development for Tourism & Hospitality** | Dale Carnegie & Saudi Ministry of Tourism

SKILLS:

Hard Skills:

- Front Office Operations & Process Optimization
- Guest Relationship Management (CRM)
- Financial Reporting & Cost Control

Soft Skills:

- Communication & Customer Service
- Strategic Thinking & Problem-Solving
- Leadership & Team Management

LANGUAGES:

- Arabic
- English