

# Eman Alotaibi

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Riyadh, Saudi Arabia

## SUMMARY

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A dedicated and highly organized professional with a strong background in administrative support, customer service, and hospitality. Proven experience in managing office operations, coordinating communication, and maintaining confidentiality. Skilled in handling guest inquiries, reservations, and customer complaints, while ensuring smooth workflows and meeting deadlines. Adept at building positive relationships with clients and colleagues, with a track record of improving operational efficiency and customer satisfaction.

## EXPERIENCE

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### HATCO | Saudi Arabia

Administrative Specialist | March 2024 – Present.

- Organize and manage daily office operations to support efficient workflow.
- Coordinate internal communications and prepare administrative reports.
- Maintain filing systems and handle confidential documents with accuracy.
- Support departmental needs by scheduling meetings and tracking deadlines.

### Shaza Riyadh Hotel | Saudi Arabia

Front Office Assistant | August 2022 – May 2023.

- Welcomed guests warmly and ensured a smooth check-in and check-out process.
- Handled guest inquiries and provided accurate information about hotel services.
- Managed reservations, cancellations, and special requests efficiently.
- Coordinated with housekeeping and other departments to meet guest needs.

### Al-Muhaidib Investment Group – Grand Plaza Hotel | Saudi Arabia

Receptionist | June 2021 – June 2022.

- Greeted and assisted guests professionally to ensure a positive first impression.
- Answered phone calls, managed bookings, and resolved guest issues promptly.
- Monitored lobby activities and ensured security and hospitality standards.
- Maintained records of guest transactions and daily operations reports.

### Aljazirah Vehicles – Ford | Saudi Arabia

Sales Consultant | September 2018 – July 2019.

- Advised customers on vehicle models, features, and financing options.
- Conducted test drives and product demonstrations to boost sales.
- Built lasting client relationships to drive repeat business and referrals.
- Achieved monthly sales targets by applying effective negotiation strategies.

### Al-Khaleej Training and Education | Saudi Arabia

Customer Service Representative | Citizen Account Project | January 2017 – January 2018.

- Responded to customer inquiries and provided accurate service information.
- Resolved complaints professionally to ensure customer satisfaction.
- Updated customer records and processed service applications.
- Collaborated with teams to streamline service processes and improve efficiency.

## EDUCATION

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### Princess Nourah bint Abdulrahman University | Saudi Arabia

Bachelor's Degree in Curriculum and Teaching Methods | 2016.

## SKILLS

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#### ● Technical Skills:

- Office Management.
- Data Entry & Management.
- Record Keeping.
- Scheduling & Calendar Management.
- Report Preparation & Documentation.
- Customer Relationship Management.
- Reservation Management.
- Phone & Email Communication.
- Front Desk Operations.
- Microsoft Office Suite.

#### ● Soft Skills:

- Time Management.
- Problem Solving.
- Communication.
- Multitasking.
- Attention to Detail.
- Adaptability.
- Team Collaboration.
- Conflict Resolution.
- Organization.

## LANGUAGES

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- Arabic.
- English.