

NORA SAKAWY

Customer service | Secretary | Receptionist | Sales Executive | Admin assistant | sales

Dubai nahda

dmvdsgy86g@privaterelay.appleid.com

+971 55 724 2930

Experienced professional with a versatile background in secretarial duties, receptionist roles, sales execution, and customer service. Adept at creating a welcoming atmosphere as a receptionist, with a track record of efficiently managing administrative tasks. Proven success in sales, demonstrating strong communication and negotiation skills. Exceptional customer service abilities, ensuring positive interactions and satisfaction. Seeking opportunities to leverage this diverse skill set for a dynamic and customer-focused role.

Willing to relocate: Anywhere

Personal Details

Birth Date: 1993-09-30

Eligible to work in United Arab Emirates: Yes

Industry: Accounting, Administrative Assistance, Banking & Finance, Customer Service, Human Resources, Management, Marketing, Media & Communications, Physician Assistants, Quality Assurance, Real Estate, Retail, Sales, Social Science

Work Experience

Receptionist

Atomic Properties - Dubai

February 2023 to January 2024

- Increased sales by 25% through strategic marketing campaigns.
- Negotiated and closed deals resulting in \$1 million in revenue.
- Developed and maintained relationships with high-profile clients.
- Implemented innovative sales strategies to surpass monthly targets.
- Provided exceptional customer service resulting in a 95% satisfaction rate.
- Collaborated with a team to successfully launch new properties.
- Conducted market research to identify potential investment opportunities.

Supervisor

Rixos The palm - Dubai

January 2022 to January 2023

- Supervised daily hotel operations for optimal guest satisfaction.
- Trained and guided staff to maintain high service standards.
- Implemented and enforced hotel policies, fostering a positive work environment.
- Conducted regular staff meetings to address concerns and communicate updates.
- Managed inventory levels to optimize resources and minimize waste.

- Collaborated across departments for event coordination and guest issue resolution.
- Contributed to recruitment and onboarding, ensuring a motivated team.
- Developed strategies for improved operational efficiency and customer satisfaction.
- Managed budgets and maximized revenue opportunities for financial accountability.
- Upheld Rixos brand standards, ensuring a consistent and exceptional guest experience.

Supervisor

Opera house - Dubai

October 2020 to January 2022

- Managed day-to-day operations at Dubai Opera House performing arts center.
- Supervised staff across departments for seamless performance execution.
- Optimized ticketing and seating arrangements to enhance audience experience.
- Collaborated with artists, production teams, and event organizers for successful performances.
- Implemented and maintained safety protocols for staff and guests during events.
- Conducted regular staff training to ensure high customer service standards.
- Controlled budgetary aspects, minimizing expenses and maximizing revenue.
- Coordinated logistics for events, including scheduling and stage management.
- Addressed guest concerns promptly, contributing to overall customer satisfaction.
- Collaborated with marketing teams to promote events and enhance venue reputation.

Marketing Executive

MAK Rent Car Company - Cairo

January 2019 to January 2020

Executive Secretary

Al ahli bank cairo - Cairo

2019 to 2020

Secretary

Bank international Egypt - Cairo

2018 to 2019

Sales Representative

Smart solution company - Cairo

2017 to 2018

Education

Bachelor in Commerce

Canal suez - Cairo

January 2014 to January 2018

Skills

- sales executive
- Attention to detail
- Maintenance

- Multitasking
- Microsoft Office
- customer service
- Stocking
- Cashiering
- Organizational skills
- Cash handling
- commerce
- Microsoft excel
- Excel
- Marketing
- Administrative experience
- Leadership
- Customer service
- Food preparation
- Communication skills

Certifications and Licenses

ICDL