

# Samah Arjah

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## Summary

Seasoned real estate professional with extensive experience in B2B and brokerage environments. Demonstrates a proactive and dynamic approach to driving sustained sales revenue growth while enhancing client satisfaction and retention. Skilled in identifying customer needs and delivering tailored, client-focused solutions.

## Experience

### Reservations and Guests Relations Executive

Aug 2023 - Jun 2024

Indigo Turkey Company

Istanbul - Turkey

- Promoted company services and sales offers, increasing engagement with current clients.
- Managed and finalized partnership contracts with agents, securing key agreements.
- Implemented strategies to strengthen agent-client relationships, boosting satisfaction.
- Coordinated company participation in conferences, expanding business opportunities.

### Agents Relationship Supervisor

Oct 2020 - Jun 2023

Ramzy Real Estate Company

Istanbul - Turkey

- Negotiated and finalized partnership contracts with agents, securing beneficial agreements.
- Implemented strategies to enhance agent-client relationships and improve service quality.
- Monitored real estate events in Istanbul, delivering comprehensive reports to administration.
- Developed and established global policies and procedures for effective agent management.

### Reservation Officer

Jan 2014 - Aug 2019

Al Qasr Metropole Hotel

Amman - Jordan

- Maximized occupancy rates by optimizing room inventory and availability.
- Executed high-impact events and activities, enhancing guest satisfaction.
- Streamlined correspondence, reports, and documentation with exceptional accuracy.
- Produced detailed reports on hotel productivity and booking trends, guiding decisions.

### Team Leader

Mar 2012 – Jan 2014

Artaj Travel & Tourism Company

Amman – Jordan

- Led a team, achieving outstanding customer service and performance results.
- Managed daily operations, optimizing tour schedules and resources.
- Enhanced guest experiences through innovative strategies and solutions.
- Forged partnerships with local vendors, securing exclusive deals and enriching tours.

## Education

### Bachelor of Hotel Management

Class of 2014

Economics & Administration Faculty | Hashemite University

Zarqa - Jordan

## Skills

Extensive Knowledge of the Real Estate Industry | Customer Service Focused | Self-Motivated | Effective Communicator | Social Media & Digital Marketing | Problem Solving | Collaborative Team Player | Critical Thinker | Highly Organized | Microsoft Office.

## Languages

Arabic: Mother Tongue.

English: Proficient.