

Mirna Essawy



Contact

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Languages

Arabic – Mother Tongue

English– C2

French– B2

Hobbies

- Reading
- Basket Ball
- Swimming
- Recycling

Summary

Ex-Guest Relations Supervisor at one of the five stars hotels in Alexandria. Professionalism in communicating and dealing with customers. Experienced with handling complaints, building strong relationships with customers and making agreements.

Skill Highlights

- Fast Learner
- Professional leader
- Complex problem solver
- Work under pressure
- Innovative
- Service-focused

Experience

Ex-Guest Relations Supervisor- 07/2018 up till 10/2020.

Sheraton Montazah Hotel, Alexandria.

- Dealing with customers and making agreements.
- Providing a professional customer service that makes them loyal to the property.
- Handling complaints and solving it in an efficient way.
- Building strong relationships with customers.

Education

Bachelor of Tourism & Hotels: **Hospitality Studies Department**-
2018

Alexandria University

Certifications

- Trained as a guest relations agent at Sheraton Montazah hotel from: 27/7/2016 to 17/9/2016.
- Trained on all front office departments at Sheraton Montazah hotel.
- Certificate of **Customer Excellence** for the outstanding performance in 2018 at Sheraton Montazah hotel.
- Certificate of the **Professional Communication** through the online training on **Marriott Global Source (MGS)**.
- Certificate of **Customer Service Professionalism** through the online training on **Marriott Global Source (MGS)**.
- Certificate of **Welcoming, Communicating and Following up** with the **VIP** guests through the online training on **Marriott Global Source (MGS)**.