



EVA RAAD

Service Uplifting Specialist & Hospitality Professional

SUMMARY

My name is Eva Raad, a customer experience specialist with over 7 years of exposure in hospitality services, hotel operations, and recently retail, working on becoming a next-level consultant in the customer service field.

I'm well skilled in the customer experience systems like Qualtrics, NPS, Tripadvisor... as well as Microsoft Office, Outlook, Microsoft team...

I was honored throughout the companies I worked in to obtain the title of employee of the months on several occasions. For always going the extra mile with customers as well as staff members, for being deadline-oriented, well organized, a team player, and a good leader.

Customer Service is built-in on kindness and courtesy which will always give way for a positive customer experience.

EDUCATION

Bachelor Degree | LT - Technical Licence In Hotel Management
02/2012 – 02/2015
Hotel Technical Institute - Dekwaneh

CERTIFICATIONS & LICENSES

- **Microsoft Teams Essential Training**
- **OneDrive for Business Essential Training**
- **Uplifting Service**
- **Marketing Strategies (Smashables)**
- **Basic Selling Strategies**
- **Problem Solving Techniques**
- **Handling Stress Effectively**

SKILLS

Language Skills

- Arabic: Native or Bilingual
- English: Full Professional
- French: Professional Working

Technical Skills

- Microsoft Office
- Conflict Resolution
- Hospitality Management
- Event Management
- Customer Relationship Management
- Interpersonal Relationship
- Team Building
- Public Relation
- Leadership
- Self-Motivation

CONTACT

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HOBBIES

Baking
Dancing
Cloths Styling & Shopping
Content writing

REFERENCE

Upon Request

WORK EXPERIENCE

Customer Service Officer – Majid Al Futtaim

(July 2017 – Present)

- * Customer Relationship Management system knowledge.
- * Handle customers/tenants queries & complaints (150+ tenants).
- * Research & training handling of Product Knowledge.
- * Reporting to Mall operation and Marketing.
- * Offering a unique service inlined with MAF guidelines.

Content Creator/Producer – Viral Thought

(May 2020 – Present)

- * Auditing existing content.
- * Write blog posts and articles on a daily or weekly basis.
- * Ensure content constancy on all platforms.
- * Record and edit audio content and publish to different platforms.

Business Owner – Taste Of the Philippines

(May 2019 - 2020)

- * Promoting and marketing the business.
- * Ensuring compliance with licensing, hygiene and health and safety legislation/guidelines.
- * Handling customer orders and feedbacks.

Front Desk Receptionist – Four Seasons Hotel & Resort

(August 2016 – July 2017)

- * Welcoming guests
- * Check-In & Checkout procedure
- * Handle guest queries and complaints
- * Room Assignment (120+ rooms)
- * Guest relation & Conciergerie

Operator – Mövenpick Hotels & Resorts

(July 2015 – August 2016)

- * Answer outside & internal calls
- * Handle customer filing & data entry
- * Assign rooms to groups (200+ rooms)

Event Coordinator/Dance Choreographer – Cubano Parade

(November 2014 – February 2016)

- * Dance choreography (groups of 10+ people)
 - * Scheduling & coordinating events (20+ events)
 - * Staff Training & recruitment (20+ employee)
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