

NADIM K. MOUSSA

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SENIOR EXECUTIVE PROFILE

Seeking senior Executive Assistant assignments in an organization of repute

Seasoned professional with 6+ years of experience in providing effective and comprehensive support to Senior Executives and C level officers.

PROFESSIONAL SYNOPSIS

- **Strong organizational skills** to assist in office management along with critical decision making ability for organizational benefits.
- **Accountability** for work and knack to perform in alignment with overall business objectives.
- **Dexterity in taking** transcription, typing and handling telephone calls.
- **Seasoned and proactive individual** with hand on expertise in typing and other jobs along with handling miscellaneous correspondence.
- Professional demeanor and high ethical standards, using discretion and concern when handling confidential data. **Expertise in transcription and editing** into clear, concise, and precise English.
- **Hard working**, sincere and reliable with positive attitude towards work. **Cogent written and verbal communication skills.**
- Well versed in computer with the knowledge of MS suite and Internet Application.

AREAS OF EXPERTISE

- | | | |
|--------------------------|-------------------------|----------------------------|
| ▪ Administration Support | ▪ Travel arrangements | ▪ Travel & Expense Reports |
| ▪ Office Coordination | ▪ Meeting Coordination | ▪ Business Correspondence |
| ▪ Secretarial Functions | ▪ Document Creation | ▪ Event Management |
| ▪ Appointment Scheduling | ▪ Business Intelligence | |

FUNCTIONAL SKILLS

Administration Support

- Oversee calendars (Outlook) including personal and professional events by working along with HOD's.
- Maintaining a daily list of appointments/ meetings scheduled and keeping track of travel schedules.
- Managing all travel arrangements (Domestic and international) ticketing, hotel bookings, travel expense reports and keeping travel record; Organizing all the required documents for the visas.
- Maintaining the files and other important documents with utmost confidentiality towards sensitive and personal information, implementing an efficient filing system wherein files/ documents can be retrieved instantly, handling the verification of all bills.

Office Coordination

- Managing activities both internally & externally with various businesses, offices, departments & functional heads in respect of monthly operating reports and other reports.
- Ensuring effective rendering of services to enable smooth flow of day to day operations; identified scope for process enhancements for improved services.
- Maintaining a cordial relation with clients/customers; sending greeting cards, invitation letters for various events on behalf of the Senior Management.

Secretarial Functions

- Taking and transcribing dictation on technical and confidential matters.
- Assisting in preparing presentations (power point) as well as minutes of meeting (MOM).
- Keeping track of various official expenses; preparing and submitting reimbursements statements to the accounts department.
- Deftly handling the task of the various business correspondences.

PROFESSIONAL EXPERIENCE

Royal Highness King Salman bin Abdul Aziz Al Saoud Palace, Jeddah

Executive Assistant

May 2015 – Present

Key Result Areas:

- ~ Welcomes guests & customers by greeting them, in person or on telephone; answering / directing inquiries.
- ~ Handling day to day activities in co-ordination with internal/external departments for smooth operations.
- ~ Strategically book/manage the personal calendar, scheduling appointments, managing to-do, travel arrangements.
- ~ Proactive management of the diary together with arranging business meetings and social engagements and managing travel arrangements and overseas conference calls.
- ~ Plans, coordinates and ensures the schedule is followed and respected. Acting as "gatekeeper" and "gateway", creating win-win situations for direct access to the time and office. Receiving all internal and external phone calls, screening and processing them appropriately.
- ~ Reading, researching, and routing correspondence; drafting letters and documents; collecting and analyzing information; initiating telecommunications.
- ~ Working closely and effectively with the HOD's to be well informed of upcoming commitments, responsibilities, and other pertinent activities and events, following up appropriately. Acting as a "focal point," having a sense for issues taking place in the environment and keeping the concerned updated.
- ~ Arranging Pitches, motivational / business meetings for company including staff from other regions.
- ~ Supervising office and assuring administrative efficiency in scheduling; internal and external meeting preparation and follow-up, including travel logistics and expense reporting; internal and external communications and relations with other organizations.

Small Ville Hotel, Beirut

Housekeeping Supervisor

May 2014 – May 2015

Key Result Areas:

- ~ Inspecting all guest check-out rooms for cleanliness, appropriate guest amenities, and the correct working condition of all guest room equipment(s).
- ~ Preparing inspection report with the status of all guest rooms at the beginning of the shift including guest requests, out of order rooms, and show rooms for the day.
- ~ Reporting any damage on the concerned using a Maintenance work order and routing the work order to the Maintenance department.
- ~ Evaluating cleaners on their job performance according to the hotel standards, taking appropriate actions ensuring their job performance is at a high quality level.
- ~ Interacting with the guests in a friendly, positive manner as a solution to their needs and any problems.
- ~ Facilitating daily briefings with room attendant and senior supervisor. Coordinating with Front Office for blocking of the arrivals rooms and VIP arrival.
- ~ Checking the Public area, following up with the maintenance. Spot Check arrivals, inspected rooms and occupied rooms to make sure it's in sync with the established standards.
- ~ Managing the implementation of all operations and logistics related to events, including securing event space, equipment and materials, refreshments, décor, and audio/video resources.

Radisson Blu Hotel, Beirut

Housekeeping Supervisor

Jan 2013 – Apr 2014

Key Result Areas:

- ~ Inspecting and maintaining the cleanliness and physical condition of the hotel guest rooms, meeting rooms and public areas.
- ~ Checking and inspecting guest rooms for maintenance and cleanliness. Constantly monitoring key performance indicators for the department and taking corrective actions.
- ~ Ensuring team members are fully trained on all hotel systems, procedures to ensure safety and adhering to respective duty allocation of team.
- ~ Efficiently managing a team of assistants, general cleaner's etc. Conducting training sessions for the team to enhance knowledge and skills.
- ~ Assisting the EHK in monitoring inventory and discarding process - checking rooms and public area for maintenance, ensuring their completion and maintaining record of all maintenances.
- ~ Handling guest queries, complaints, ensuring its closure within TAT facilitating CSAT.

Crowne Plaza Hotel, Beirut

Housekeeping Supervisor

Aug 2011 – Dec 2013

Key Result Areas:

- ~ Preparing and properly distributing room assignment sheets to scheduled staff, ensuring assignments are completed at the end of each shift.
- ~ Demonstrating financial acumen and preparing forecasts, monitor daily reports and control the expenses per the department budget without sacrificing the quality of product or services.
- ~ Inspecting level of cleanliness and reporting issues to the management. Assisting in scheduling of staffs according to projected staffing requirements.
- ~ Responding to guests' requests and complaints. Reporting needed repairs to the maintenance staff. Overseeing housekeeping staff to maintain cleanliness of individual rooms and other areas.
- ~ Ensuring that all appliances are present in the room and in functioning order. Filling cart with supplies and carrying cart to assigned area. Straighten desk items, furnishings, and appliances.
- ~ Recruit, hire, train and successfully support and manage the talent of all new and existing team members.

CREDENTIALS

- **LA SAGESSE UNIVERSITY** (Academic Certification of Ecole De Lausanne, Switzerland)
Bachelors in Science [Hospitality Management]
2008 – 2011

- ▶ Good exposure working with MS Office, Fidelio, Opera and Micros

TRAININGS

- Telephone techniques & guest greeting | How to solve guest complaints | The I clean training program
2011
- Fire evacuation drill & procedures to follow in case of bomb threat
2012
- Ecolab company training on the equipment's and chemical usage | Ecolab Training on the carpet shampoo cleaning and floor polishing machines
2013

PERSONAL DETAILS

Date of Birth: January 23rd 1990 - Lebanon
Languages Known: English, French, Arabic (Native)

