

Muhannad Ali Sallam

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Saudi Arabia

SUMMARY

A Tourism Management graduate with hands-on experience in guest services, customer satisfaction analysis, and complaint resolution. I aspire to work as an Administrative Assistant, leveraging my skills to streamline daily operations, manage documentation, coordinate schedules, and optimize workflow processes. Additionally, I have completed several professional courses to enhance my expertise.

EXPERIENCE

Grand Millennium Gizan Hotel | Saudi Arabia

Coop Training | December 2023 – February 2024.

- Recommended local attractions, arranged transportation, and assisted guests with travel plans.
- Collected reviews, analyzed customer satisfaction, and suggested improvements.
- Handled guest complaints and resolved service-related issues professionally.
- Supported the check-in and check-out process, handled guest inquiries, and ensured a seamless guest experience.

EDUCATION

Jazan University | Saudi Arabia

Bachelor's degree in Tourism Management | March 2020 – June 2024.

- Gain in-depth knowledge of tourism operations, hospitality services, and global tourism trends.
- Learn about eco-tourism, responsible tourism practices, and strategies for balancing economic growth with environmental and cultural preservation.
- Explore digital marketing, travel technology, and the role of data analytics in enhancing tourism services.
- Enhance interpersonal and communication skills to provide high-quality service & customer satisfaction.
- Learn about government policies, legal frameworks, and ethical considerations in tourism management.
- Understand how to develop and promote, and manage tourism destinations to attract visitors and sustain economic benefits.

OTHER

● Courses:

- Cybersecurity | Doroob | February 2025.
- Digital Marketing for Tourist Destinations | Ministry of Tourism | January 2025.
- Principles of Financial Accounting | Doroob | July 2024.
- Executive Secretary Series: Practice Computer Applications | Doroob | June 2024.
- Executive Secretary Series: Communicate Effectively | Doroob | June 2024.
- Effective Customer Communication | Doroob | June 2024.
- Fundamentals of Management | Doroob | May 2024.
- Event Management Course.
- Basics of Quality and Safety Standards for Entertainment Events.

● Technical Skills:

- Data Analysis.
- File Management.
- Meeting Scheduling.
- Calendar Management.
- Workflow Optimization.
- Email Management.
- Reporting.
- Data Entry.
- Computer Skills.
- Microsoft Office.

● Soft Skills:

- Analytical Skills.
- Problem-Solving.
- Attention to Detail.
- Time Management.
- Communication Skills.
- Organization Skills.
- Teamwork.

● Languages: Arabic, English