

MOSLEM BKAIRI

Hospitality & Customer Service Professional



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PROFESSIONAL SUMMARY

Detail-oriented and efficient professional with extensive experience in Hospitality & Customer Service. Possess strong analytical and problem-solving skills with the ability to make well-thought-out decisions. Excellent written and verbal communication skills. Highly trustworthy, discreet, and ethical. Resourceful in project completion and effective at multi-tasking. Committed to delivering exceptional service and maintaining high operational standards in fast-paced environments.

WORK EXPERIENCE

Customer Service Advisor

December 2021 - February 2025

Aspire Foundation Qatar

- Managed large volumes of inbound and outbound calls in a timely and professional manner
- Greeted and welcomed guests upon arrival, directing them to appropriate personnel and offices
- Updated calendars and scheduled meetings, appointments, and conference rooms
- Identified customer needs, clarified information, and researched issues to provide effective solutions
- Maintained comprehensive records of all conversations in the database with clear documentation
- Continuously learned and stayed updated with changes to products, services, and procedures
- Participated in hiring, managing, and developing the junior administrative team
- Handled sensitive information with confidentiality and discretion

Housing Supervisor

2020 - 2021

Al Asmakh Facilities Management Qatar

- Coordinated with contractors to repair or replace broken appliances, plumbing systems, and building materials
- Maintained records of tenant income levels to set appropriate rent levels for new tenants
- Scheduled and supervised contractors performing necessary building repairs and maintenance
- Enforced community rules regarding noise levels, occupancy limits, pets, and parking
- Reviewed rental applications to ensure they met specific community standards and requirements
- Interviewed prospective tenants to determine suitability for the community
- Managed day-to-day operations of residential complexes, including grounds maintenance and staff supervision

WORK EXPERIENCE (CONTINUED)

Receptionist & Public Relations Officer (PRO)

2018 - 2020

Sovereign Hotel Qatar

- Answered and directed phone calls in a polite and friendly manner
- Welcomed visitors warmly and answered their questions professionally
- Maintained reception and common areas in a clean and tidy condition
- Operated standard office equipment including fax machines, copiers, and computers
- Kept detailed and accurate records of visitor requests and calls received
- Received deliveries and sorted/distributed incoming mail
- Managed inventory of supplies and restocked as needed
- Maintained the general office filing system for easy document retrieval
- Processed all pertinent documents according to hotel administration criteria
- Processed applications for employment visas and prepared labor office applications
- Prepared online immigration applications in compliance with Qatar laws and regulations
- Attested documents at government departments as per requirements
- Maintained logs of all incoming requests and documents
- Prepared HR-related letters and documents in Arabic
- Assisted employees with residence permit procedures and accompanied them to government departments

Event Planner

2017 - 2018

Al Kayed Hospitality & Event Management

- Identified clients' requirements and expectations for each event
- Researched and booked suitable venues based on event specifications
- Organized suppliers, caterers, staff, and entertainment for events
- Coordinated all logistical elements including transportation, setup, and scheduling
- Managed setup, teardown, and clean-up operations for events
- Anticipated attendee needs and prepared for potential risks and contingencies
- Developed post-event reports evaluating effectiveness and areas for improvement
- Managed event budgets and ensured cost-effective solutions

CORE COMPETENCIES

Teamwork & Collaboration

Integrity & Ethics

Responsibility & Accountability

Leadership & Supervision

Problem Solving

Customer Service Excellence

Communication Skills

Administrative Management

Multi-tasking

Attention to Detail

Time Management

Adaptability

LANGUAGES

Arabic	Native
English	Proficient (B2/C1)
French	Conversational (A2/B1)

EDUCATION

High School Diploma

General Studies

Graduated

INTERESTS

Sports & Fitness

Travel & Exploration

Community Involvement

Cultural Events

Professional Development

Team Activities