

Houssam Alabaza

Customer Service & Front Office Reception

Abu Dhabi, United Arab Emirates

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PROFESSIONAL SUMMARY

Dedicated and **customer-centric professional** with a strong background in **client relations, office management, and front desk operations**. Possess a unique blend of **business management** expertise and **legal knowledge**, enabling me to excel in a wide range of **customer-facing roles**.

Core strengths include:

- **Communication Skills.**
- **Problem-Solving Abilities.**
- **Organizational Acumen.**

WORK EXPERIENCE

Technical Supervisor

[Aldhafra PV2 Solar Power Plant](#)

January 2024 - present

Abu Dhabi, United Arab Emirates

- Leverage extensive technical knowledge to oversee the efficient operation and maintenance of the solar power plant.
- Demonstrate strong problem-solving and decision-making skills to address complex issues and ensure uninterrupted energy production.
- Collaborate cross-functionally with the engineering team to implement process improvements and drive continuous optimization.

Customer Care Agent

[Syriatel communication company](#)

2022-2023

Damascus, Syria

- Provided exceptional customer service and support, demonstrating a client-focused approach to address inquiries and resolve issues.
- Utilized strong communication skills to engage with customers, understand their needs, and offer tailored solutions.
- Maintained detailed records and documentation to ensure accuracy and compliance with company policies and procedures.

Customer Service and Front Desk Officer

[Beit Zaman Hotel](#)

2021-2022

Damascus, Syria

- Acted as the primary point of contact for hotel guests, delivering a warm and welcoming experience from check-in to check-out.
- Efficiently managed front office operations, including reservation handling, guest check-in/check-out, and addressing guest concerns.
- Displayed excellent multitasking abilities to juggle various responsibilities while maintaining a professional demeanor.

EDUCATION

Damascus University, Faculty of Law
Bachelor's Degree in Law

Damascus, Syria
2022

TRAININGS & COURSES

- **Business administration diploma**, OSUS Institute 2023.
- **Advanced Microsoft Excel diploma**, OSUS Institute, 2023.
- **ICDL**, Union.
- **English Active Reading program all levels**, TENSE BUSTER program, CLARITY ENGLISH/ ETC institute, 2021.

SKILLS & KEY QUALIFICATION

- ✓ Possess **advanced proficiency in Microsoft Office suite**, including Word, Excel, and PowerPoint.
- ✓ Excellent **interpersonal and communication skills**, both verbal and written, with a keen ability to articulate complex ideas and information clearly and concisely.
- ✓ Ability to provide **exceptional customer service and support**.
- ✓ Demonstrated **empathy, patience, and conflict resolution skills**.
- ✓ Strong **analytical, problem-solving, and multitasking skills**, with an ability to identify and address challenges proactively and efficiently.
- ✓ Ability to **addressing customer issues** and make sound **decisions under pressure**.
- ✓ Adaptability and Flexibility.
- ✓ Teamwork and Collaboration.
- ✓ Willingness **to stay up-to-date** with technological advancements.
- ✓ Demonstrate **proficiency in Time management**, with a focus on planning and organizing.
- ✓ Display a keen **attention to detail**, with a commitment to accuracy and quality in all aspects of work.
- ✓ Familiarity with **customer service best practices and front office operations**.
- ✓ Understanding of **industry-specific regulations**, policies, and procedures.

LANGUAGES

Arabic: Mother tongue.

English: Very Good