

# Maather Ali Almuwallad - Resume

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Location: Saudi Arabia

## Professional Summary

Residence Supervisor with solid experience in hospitality and customer service. Demonstrated ability to manage guest relations, resolve issues efficiently, and provide high-quality support in both hotel and healthcare environments. Known for professionalism, adaptability, and strong communication skills.

## Work Experience

Residence Supervisor

Diyari Hotel - 2024 - Present

- Supervised daily operations of the hotel residence.
- Handled guest complaints and provided quick resolutions.
- Coordinated with housekeeping and maintenance departments to maintain service quality.
- Ensured guest satisfaction through professional communication and prompt service.

Customer Service Representative

Pluse Altadawi General Medical Complex - 2023

- Assisted patients with inquiries, appointments, and registration.
- Provided courteous and efficient front-desk service.
- Handled patient feedback and resolved complaints effectively.
- Maintained accurate patient records and collaborated with medical staff.

## Education

Bachelor's Degree in Computer Science

Taibah University - 2020

- Achieved First Place in Graduation Projects

## Skills

- Hotel Management
- Customer Service
- Patient Support
- Staff Supervision
- Conflict Resolution
- Time Management
- Microsoft Office
- Communication Skills

## Languages

- Arabic: Native
- English: [Proficiency Level]