

FATEMEH SADAT SALEHI MOJADAM

Customer Service & Guest Experience Professional

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Results-driven customer service professional with hands-on experience in guest relations, front-line operations, cashiering and high-volume visitor environments. Skilled at resolving concerns professionally, supporting diverse guests and contributing to positive customer experiences.

Strengths

Guest relations

Payment processing

Product sales

Customer service

Issue resolution

Team leadership

Computer skills

Financial transactions

Crowd management

Job Experience / Awards

2024-10 - 2025-06

Guest Service Representative

Global Village

- Resolved guest complaints diplomatically to maintain a positive property reputation and high customer satisfaction.
- Managed guest inquiries via telephone, email and in-person communication, ensuring accurate information delivery.
- Collaborated with colleagues across departments to enhance the overall guest experience throughout the stay.
- Helped maintain a welcoming atmosphere and an organized front-desk area.

2022-08 - 2023-06

Customer Service Representative

Dubai Safari Park

- Worked as a cashier during Dubai Safari Park season 2022/23.
- Resolved customer complaints with empathy, supporting loyalty and repeat business.
- Managed high-stress situations professionally while resolving disputes or conflicts.

2021-09 - 2022-05

Tour Guide

EXPO 2020

- Improved guest satisfaction through attentive listening and personalized tour adjustments.
- Built positive relationships with guests and supported memorable visitor experiences.
- Tailored presentations for different age groups, cultural backgrounds and language abilities.

2019-10 - 2020-05

Gate Supervisor

Global Village

- Managed guest flow during peak hours to reduce congestion.
- Handled guest inquiries and resolved entry-related issues promptly.
- Coordinated with security teams to support safety compliance.
- Trained and guided gate staff on procedures and customer service.

2018-10 - 2019-04

Cashier

Global Village

- Received Star of the Week recognition for cashier performance during Season 23 (2018/19).
- Received positive cashier performance recognition during Global Village Seasons 23, 25 and 26.
- Welcomed customers and helped identify their needs.
- Assisted with returns, refunds and transaction issues.
- Recommended products based on customer needs to support sales.

Qualifications

English	Proficient
Arabic	Proficient
Persian	Native / Advanced
Turkish	Working knowledge

Education

High School	High School Diploma
	ADAB SCHOOL - DUBAI

Personal Details

Date of Birth: 15/08/2000	Gender: Female
Marital Status: Single	Nationality: Vanuatu
Place of Birth: Iran	Availability: Available upon request
Height: 170 cm	Weight: 67 kg

Personal Profile

- Customer-focused and confident in multicultural environments.
- Experienced in guest service, cashiering, visitor assistance and front-line operations.
- Strong communication, problem-solving and teamwork skills.
- Comfortable working in busy, high-pressure customer-facing environments.