

## Contact

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## Top Skills

- \* Guest experience and Relationship management
- \* Team Leadership and people management
- \*Crisis Management Resolution
- \* Operations & Frontline coordination
- \* Documentation & CRM Systems
- \*Result oriented Project Management

# Sirri Dualla

Guest relations || GR Manager || Relationship Management | Journalism & Mass Communications, University of Buea

Dubai, United Arab Emirates

## Summary

Guest Relations professional with a Passion for Hospitality and People.

My experiences gathered in luxury, high end venues in the Middle east and worldwide, helped me gain Flexibility, confidence and a strong back bone in the industry.

In my previous employments at Luxury high end establishments my objective is always to create extraordinary memories for our guests, while exceeding business objectives and expectations of management.

Solid Familiarity with various Reservation systems, strong communication and relationship building skills, I have always led by example and kept lasting rapports with my teams, high profile guests and throughout the industry.

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## Experience

YEEELS GROUP VERDE - MAMAMIA Assistant  
Reservations / Reception Manager - Verde Beach  
Dubai

January 2023 - Present (2 years 1 month)

Doubai, Émirats arabes unis

Jumeirah Hotels & Resorts

3 years 6 months

Assistant Guest Relations Manager -(Pre-opening team)

October 2020 - June 2022 (1 year 9 months)

Dubai, United Arab Emirates

Senior Guest Relations Executive - BURJ AL ARAB

July 2019 - October 2020 (1 year 4 months)

Dubai, United Arab Emirates

Guest Relations Executive - BURJ AL ARAB

January 2019 - July 2019 (7 months)

Dubai, United Arab Emirates

### Bulldozer Group

Client Executive - Pre-Opening Seven Sisters Dubai

March 2018 - November 2018 (9 months)

Dubai, United Arab Emirates

### Media One Hotel

Hôtesse

February 2017 - March 2018 (1 year 2 months)

Dubai, United Arab Emirates

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## Education

University of Buea

Bachelor of Applied Science - BAsc, Journalism and Mass Communication