
Khaled Nasser Mahmoud Issa

📍 Amman, Jordan (11731)
☎ +962 788101993 ✉ kissa682@gmail.com

Professional Summary

Results-driven hospitality professional with over 9 years of progressive experience in front office operations, reservations management, and sales within hotels and large-scale cruise environments. Proven ability to lead teams, optimize operations, and enhance guest satisfaction through strategic planning and service excellence. Strong background in managing high-volume guest operations, improving efficiency, and driving revenue growth. Skilled in Opera PMS, Opera Cloud, and hotel reservation systems. Adept at problem-solving, team leadership, and delivering exceptional customer experiences. Passionate about continuous learning and professional development in the hospitality industry.

Professional Experience

Guest Service Specialist

Aroya Cruises | Sep 2025 – Mar 2026

- Delivered high-quality service to 20+ guests daily in a 3,362-room cruise property
 - Resolved 5+ guest complaints daily, improving satisfaction and service recovery
 - Reduced check-in/out time by 3 minutes through process optimization
 - Assisted guests with reservations, inquiries, and personalized services
 - Collaborated with a team of 12 staff to maintain smooth operations
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Hotel Administrative Support

Aroya Cruises | Jan 2025 – Aug 2025

- Supported 4 departments: F&B, Guest Services, Clearance, Shore Excursions
 - Managed 5+ daily operational requests with high accuracy
 - Assisted guests and improved workflow coordination
 - Maintained records, schedules, and internal communication
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Front Office Manager

The Signature Hotel, Amman | May 2023 – May 2024

- Managed operations for an 80-room hotel

- Supervised and trained 6–8 employees
 - Handled 100–160 daily guests efficiently
 - Increased guest satisfaction by 30%
 - Improved check-in/out efficiency and reduced complaints
 - Managed VIP arrivals, reservations, and reporting
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Quality Manager

Ashtar Tours, Amman | Jan 2023 – May 2023

- Led quality control for a team of 12 employees
 - Reduced customer complaints through monitoring and follow-up
 - Conducted audits and improved service standards
 - Prepared quality reports and implemented improvements
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Reservations Supervisor

Al-Emadi Hospitality, Doha | Nov 2022 – Jan 2023

- Managed high-volume reservations for 3,000+ rooms
 - Supervised a team of 4 employees
 - Handled corporate and VIP bookings
 - Used Opera PMS for reservations and reporting
 - Improved occupancy and coordination with departments
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Corporate & E-Commerce Sales Manager

Action Group (Mobile), Amman | Dec 2020 – Nov 2022

- Increased sales by 10%–30%
 - Managed 30+ corporate clients
 - Oversaw 500+ monthly orders
 - Supervised a team of 2 employees
 - Managed online sales platforms and reporting
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Reservations Manager

Amman Cham Palace Hotel | Aug 2019 – Aug 2020

- Managed reservations for a 114-room hotel
 - Processed 30–50 bookings daily
 - Increased occupancy by 20%
 - Supervised a team of 3 employees
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Reservations Manager

Grand View Hotel, Petra | Jan 2019 – Aug 2019

- Managed 140-room hotel reservations
 - Increased revenue by 10%–30%
 - Supervised a team of 4 employees
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Front Office Supervisor

Mena Tyche Hotel – Al Hokair Hospitality | Jan 2017 – Jan 2019

- Supervised front office operations (180 rooms)
 - Managed 50–100 daily guests
 - Increased satisfaction by 20%–30%
 - Led a team of 6 employees
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Receptionist / Reservations / Night Auditor

Amman Cham Palace Hotel | Sep 2015 – Nov 2018

- Managed front desk operations and night audit
 - Assisted 10–30 guests daily
 - Ensured accurate financial reporting
 - Worked independently with full responsibility
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Education

Diploma in Hospitality Training

Vocational Training Center – Amman | 2014 – 2015

High School Diploma

Omar Bin Al-Khattab School – Amman | 2010 – 2011

Core Skills

- Front Office & Rooms Division Management
- Reservations & Revenue Optimization
- Customer Service Excellence
- Team Leadership & Staff Training
- Problem Solving & Decision Making
- Sales & E-Commerce Strategy
- Opera PMS / Opera Cloud / Sky Horizon / Otalio
- Microsoft Office Suite
- Quality Management & Process Improvement

Certifications

- Fire Prevention and Fire Fighting (2024)
- Elementary First Aid (2024)
- Security Awareness for Seafarers (2024)
- Personal Survival Techniques (2024)
- Personal Safety & Social Responsibilities (2024)
- Public Safety – Jordan Academy for Maritime Studies

Professional Courses

- Telephone Handling Course (2017)
- Public Relations & Customer Service (2018)
- Effective Communication Skills (2019)
- Negotiation Skills & Positive Thinking (2020)

Professional Knowledge (Key Competencies)

1. Strong understanding of hotel front office operations
2. Expertise in reservations systems and booking platforms
3. Advanced knowledge of guest service standards
4. Ability to manage high-volume hospitality environments
5. Strong leadership and team supervision skills
6. Experience in handling VIP guests and corporate accounts
7. Revenue optimization and occupancy strategies
8. Deep knowledge of hospitality industry standards
9. Strong communication and interpersonal abilities
10. Effective problem-solving and conflict resolution skills
11. Experience in administrative and operational coordination
12. High attention to detail and accuracy
13. Ability to work under pressure and meet deadlines
14. Strong sales and negotiation capabilities
15. Continuous improvement mindset and adaptability

Languages

- Arabic: Native
- English: Very Good

Additional Information

- Date of Birth: October 3, 1993 | Marital Status: Married | Driving License: Available
Maritime Passport: Available