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| 915522211.jpgAchievementsOnline Hospitality training & certification (Hilton worldwide university) | October 2014 | Hilton Hurghada Long beach Resort, HURGHADA, EGYPTfront office training | November 2013 | Sonesta hotel Tower and Casino CAIRO, EGYPTEnglish for hotel stuff  | APR 2013 | Sonesta hotel Tower and Casino CAIRO, EGYPT ( Excellent ) Amadeus Diploma System (egyptair) from 8/5/2016 till 16/6/2016 .Consists of: 1- Tickets and basic prices: A+ (excellent ) 2- Amadeus System : ( B+) 3 -Email & Outlook: A+ ( 98 % ) 4- interview skills : A+5-Customer Services : A+ ( 99 % ) Education* BA –Future Academy (2010)Major: Tourism and Hotels
* High School-AlMataria(2006)Major: Literature and arts(Arabic-English-French-History- Geography-Social studies)

 Minor: Mathematics |
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| Hazem Hazem.302112@2freemail.com Receptionist & Airline Ticketing Agent  |

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| Objective  |
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Work in a challenging environment in a business company or organization in the Computer & network field, maintenance, sales, fundraising or training where I can utilize my capabilities to advance in my career

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| Work Experience |
| Receptionist Apr 2015 – Oct 2015Tolip Al-Galaa Hotel.Cairo,Egypt* welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries
* Directs visitors by maintaining employee and department directories; giving instructions.
* Maintains security by following procedures; monitoring logbook; issuing visitor badges.- Maintains telecommunication system by following manufacturer's instructions for house phone and console operation

Receptionist Sep 2014 – Apr 2015Hilton Long Beach Resort- Hurghada * Maintains safe and clean reception area by complying with procedures, rules, and regulations.
* Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
* Contributes to team effort by accomplishing related results as needed.

**Telephone Operator Sep 2012 – Aug 2014**Sonesta hotel Tower & Casino-Cairo* Listen to customer requests, referring to alphabetical or geographical directories to answer questions and provide telephone information.
* Observe signal lights on switchboards, and dial or press buttons to make connections
* Operate telephone switchboards and systems to advance and complete connections, including those for local, long distance, pay telephone, mobile, person-to-person, and emergency calls
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 **Receptionist Feb2011-Aug 2012**Mercure Bay View-Dahab* welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries
* Directs visitors by maintaining employee and department directories; giving instructions.
* Maintains security by following procedures; monitoring logbook; issuing visitor badges.- Maintains telecommunication system by following manufacturer's instructions for house phone and console operation

Sales Representative Jul 2010-Feb 2012ORIFLAME COSMETICS COMPANY* Adjusts content of sales presentations by studying the type of sales outlet or trade factor
* Focuses sales efforts by studying existing and potential volume of dealers
* Submits orders by referring to price lists and product literature.
* Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses

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| Skills |
| Professional | Related | Personal |
| * user of many business software such as (Opera- Fidelio8--TMS-ONQ-CRM)
* PC skills, solid knowledge of MS office (Word-Excel-PowerPoint-Outlook)
* Confident, articulate, and professional speaking abilities
 | . Typing speed of 45 WPM . Software and hardware. Internet savvy* Multicultural and Diversity Skills
* Excellent written and verbal communication skills
* Empathic listener and persuasive speaker
 | * Combine patience, determination, and persistence to troubleshoot client issues
* Dynamic, results-oriented problem solver
* Easily understand and solve technical problems
* Skilled at evaluating options and generating solutions
* Strong problem-solving and analytical skills
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| Languages  |
| * **Arabic: Native**

 ( write-read-speak)* **English: Fluent**
* (write-read-speak)
 | * **Russian:**
* Fair conversational
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