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| |  | | --- | | 915522211.jpg  Achievements  Online Hospitality training & certification (Hilton worldwide university) | October 2014 | Hilton Hurghada Long beach Resort, HURGHADA, EGYPT  front office training | November 2013 | Sonesta hotel Tower and Casino CAIRO, EGYPT  English 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 | |  | | |  | | --- | | Hazem [Hazem.302112@2freemail.com](mailto:Hazem.302112@2freemail.com)  Receptionist & Airline Ticketing Agent |  |  | | --- | | Objective | |  |   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   |  | | --- | | Work Experience | | Receptionist Apr 2015 – Oct 2015  Tolip 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 2015  Hilton 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 |   **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 2012  ORIFLAME 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      |  |  |  | | --- | --- | --- | | 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 |  |  |  | | --- | --- | | Languages | | | * **Arabic: Native**   ( write-read-speak)   * **English: Fluent** * (write-read-speak) | * **Russian:** * Fair conversational | |