**PERSONAL INFORMATION**

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| **Name : HELMY**  |
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| **E- mail :** **helmy.380404@2freemial.com** |
| **Nationality : Egyptian** |
| **Age: 31** |
| **Marital Status: married** |

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| **QUALIFICATIONS** |

**BACHELOR OF TOURISM & HOTELS: graduated from Fayoum University, faculty of tourism & hotels, with excellent degree (2008).**

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|  **TRAINING COURCES** |

 **1-Intensive course in English conversation**

 **Place: Fayyoum University Date: March, 2007**

**2-Public Relations Course**

 **Place: Cairo Date: Jul, 2010**

**3-Basic Computer Course**

 **Place: Cairo Date: May, 2007**

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| **EXPERIENCES** |

* **Am working a HR Coordinator at a businessmen services center, I came to UAE since 2012 and work as a HR Coordinator & P R O to labor office and other governmental and private sectors, also have the experience at typing systems like “ EDNRD,EID, MEDICAL, VISION E FORM, MOL,EJARI”. This job has given me a very important experience which made me at awareness with The laws of UAE and also how to open company in ADDITION TO some experiences I gained as a human resources coordinator.**
* **Work in a big famous hotel in Cairo “GRAND HYATT CAIRO" as a waiter for one year.**

**This position after graduation teach me how to be in charge of corporate hospitality& delivering the highest standards of service consistently, also responsible For being appoint of contact for guests should have any queries.**

* **work in a very famous American chains of restaurant in KSA" OUT BACK STEAK HOUSE" for 18 months as a supervisor, this position gave me high experience in hospitality field, like how to solve the guest's problems , how to provide satisfaction and quality at the same time and how to make the guest feels that he is in his home.**
* **work in a three stars hotel at KSA as a supervisor in Banquets department for approximately one year, also gained a new experience how to do your job**

 **Professionally under pressure providing a good service at the same time.**

* **Work in the governmental sector since 2012 till the present.**

**I work at the MINISTRY OF LOCAL DEVELOPMENT in Egypt as a public Relations Specialist, this position gave me experience how to deal with different levels of people and manage the problems and find the suitable solution. Then I reserved the job and I came to UAE.**

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|  **PERSONAL SKILLS**  |

 **Hospitality is number one at any position should be provided at efficient employee.**

 **According to my study and the previous positions I gained some personal skills like:**

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| * **Willing to serve others**
 | * **Clean and neat**
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| * **Polite and friendly**
 | * **Team players**
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| * **Able to thrive under pressure**
 | * **Healthy and fit**
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| * **Manage a team**
 | * **Willing to be flexible at work if it requires**
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| * **Recruit and train staff**
 | * **Demonstrate commercial sense with promotions and marketing campaigns**
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| * **Well presented**
 | * **Manage and report budgets and figures**
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| * **Responsible, reliable and honest**
 | * **Confident communicator**
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| * **Punctual**
 | * **Fast learner**
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**HR SKILLS**

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| * **HR Department Startup**
* **Employment Law**
* **Mediation& Advocacy**
* **HR Policies & Procedures**
* **Performance Management**
* **Employee Retention process**
* **Orientation and Induction**
 | * **Staff Recruitment& Retention**
* **Employee Relations**
* **Alternative Dispute Resolution (ADR)**
* **Benefits Administration**
* **HR Program/Project Management**
* **HR administration & Operations**
* **Team Building/ Morale Building for employees**
 | * **Orientation& On-Boarding**
* **Training& Development**
* **Performance Management**
* **Organizational Development**
* **HR Policies and Procedures**
* **Employee Engagement activities**
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|  **LANGUAGES & COMPUTER SKILLS** |

**- Language is the link between different cultures, if you speak the language fluently you can understand how satisfy the guest's wishes.**

**ARABIC: - is the mother tongue**

 **Fluent speaking, listening and writing**

**ENGLISH: - speak English very well, very good listening and writing.**

**OTHER LANGUAGES: - I have a good idea about other languages like, French, German and Urdu.**

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| **COMPUTER SKILLS** |

 **Microsoft works, word, notepad, excel, power point, nets cape navigator, internet explorer, network database and access.**

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| **OTHER SKILLS**  |

* **Very good communication skills and ability to deal with different levels of people.**
* **Representative Character.**
* **Ability to organize, plan and implement different group’s activities.**
* **-in-depth knowledge of the hotel hospitality, leisure and service sector.**
* **Able to tactfully resolving guest disputes.**
* **Dealing calmly and professionally with challenging situations.**
* **Able to identify, understand and give priority to urgent issues.**
* **Working long hours under pressure and to tight deadlines.**
* **Extensive customer facing experience.**
* **Strong influencing& communication skills.**
* **Quickly picking up new skills & kno**wledge.