|  |  |  |
| --- | --- | --- |
|  | **Mahmoud** | |
| **Personal Details** |  |  |
| **Date of Birth** | **07 -09-1985** |  |
| **Gender** | **Male** | |
| **Nationality** | **Egyptian** | |
| **Marital States** | **Married** | |
| **E-Mail** | [**Mahmoud.381620@2freemail.com**](mailto:Mahmoud.381620@2freemail.com) | |
| **Address** | **Dubai – UAE** |  |
| **Visa Status** | **Visit visa 3 months** | |
|  | | |
| **Professional Experience** | | |
| **From – To** | **Aug 2015 Till October 2017** | |
| **Employer** | **Nihal Palace Hotel (Formerly Metropolitan Hotel Dubai Habtoor LLC)** | |
|  | **Night Manager** | |
| **From – To** | **December 2012 Till March 2015** | |
| **Employer** | **Front Office Supervisor** | |
|  | **Amwaj Resort Sharm El Sheikh – Egypt.** | |
| **From – To** | **Aug 2011 Till November2012** | |
| **Employer** | **Royal Azur Makadi Bay** | |
|  | **Front Office Shift Leader** | |
| **From – To** | **July 2010 Till July 2011** | |
| **Employer** | **Jaz Mirable Resort Sharm El Sheikh ( Travco ) - Egypt** | |
|  | **Guest Service Agent** | |
| **From – To** | **July 2007 Till June 2010** | |
| **Employer** | **Intercontinental IHG Taba South Sinai - Egypt** | |
|  | **Guest Service Agent** | |
| **From – To** | **JUNE 2004 till July 2007** | |
| **Employer** | **Santa Monika Resort, Northern Coast - Egypt** | |
|  | **Sales Clerk** | |



**Interpersonal Skills**

* A good team player, flexible, able to work under stress.
* Comply with Hotels Rules & Regulations.
* Comply with Time & Attendance Policies.
* Comply with Company grooming standard.
* Excellent verbal and written communication skills.
* Customer service oriented with an outgoing and positive personality.
* Leadership qualities and professional well-groomed appearance.
* Ability to work in a team and independently.
* Excellent organizational skills with the ability to multi-task and meet multiple deadlines.
* Ability to successfully work in a fast-paced environment.
* Ability to maintain composure in a potentially stressful environment.
* Ability to successfully interact with all levels of employees and management.
* Strong organization and planning skills
* Strong working knowledge of MS Office applications – Word, Excel, PowerPoint Basic computer knowledge
* Detailed knowledge of Whistler area and available services
* Proven ability in managing time is critical; must be able to plan and execute effectively and efficiently
* Leadership, management and supervisory skills
* Previous experience in a similar role in a similar size/type of property
* Strong communication skills, both verbal and written, and a passion for dealing with and emotionally connecting with others
* Ability to access, input, analyze and retrieve information from computers.



**Computer skills**

* ICDL
* Fidelio suit 8
* Opera
* IDS – Comsys
* Internet & E-mail



**Education**

**Graduation date**

**Faculty**

**University**

**Major**

**Overall grade**

**June 2006**

**Faculty of Arts**

**Zagazig university**

**English**

**Good**



**Languages**

**Arabic,** Mother Tongue.

**English,** Excellent

**Russian**, Good

***TRAININGS:***

1. *High Training Instant Service*
   1. *Cross training Concierge.*
   2. *Fire & Bomb Safety.*
   3. *Handling Guest Complaints.*
   4. *First Aid Training.*
   5. *Communication Skills.*
   6. *Dealing with Cashiering.*
   7. *Handling Guest Needs.*
   8. *Almost of Front Desk Activities.*
   9. *The American Hotel & Lodging Educational Institute.*

**Objective** **: *I hope that my C.V meets your capabilities, and all References will be available upon request.***