Curriculum vitae

Ninara William Shmuel

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Education:

Diploma: at CIS Institute, in Information Technology Department

About Me

A junior full-stack developer with a strong foundation in both front-end and back-end technologies, passionate about delivering efficient software solutions. Recently graduated from the I.T. Department of CIS Institute, with additional certifications from Cisco Academy (CCNA1, CCNA2, IoT). Skilled in programming languages like PHP (Laravel), HTML, JavaScript, Java, and C++, along with experience in database management using MySQL and Microsoft Access with VBA. Known for a positive attitude and dedication to continuous learning, Ninara is excited to contribute to dynamic projects and help small businesses achieve their goals. Previous roles include three years as a receptionist at a 4-star hotel and crowd control experience with World Vision International, highlighting strong interpersonal skills and adaptability.

Work Experiences:

Jan 2020 – December 2023 Receptionist at Classy Hotel, Front Office

Job Description:

- Managed guest check-ins and check-outs efficiently, ensuring a positive and welcoming experience for all hotel visitors.
- Handled front desk operations including reservation management, answering guest inquiries, and providing information about hotel services.
- Coordinated with other departments, such as housekeeping and maintenance, to meet guest needs promptly.
- Developed strong communication skills by interacting with a diverse clientele in a fast-paced environment.
- Demonstrated problem-solving abilities by addressing guest complaints effectively and improving guest satisfaction.

Feb 2017 – December 2019: Receptionist at Classy Hotel, Sport Center

Job Description:

- Oversaw operations at the sport center, welcoming guests and managing bookings for fitness facilities.
- Assisted members with inquiries about gym equipment, fitness programs, and memberships.
- Maintained cleanliness and order in the facility, ensuring a safe and enjoyable experience for all patrons.
- Supported the center's promotional activities by providing information and enrolling new members.
- Collaborated with the hotel's main front desk and ensured seamless service for guests visiting both the hotel and sport center.

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Jan 2016 – Jan 2017: Crowd Controller at World Vision International

Job Description:

- Managed crowd control for distribution events, maintaining safety and order while assisting people with their needs.
- Coordinated distribution logistics, ensuring fair and organized processes during high-demand periods.
- Communicated with diverse groups, fostering a respectful and supportive environment in challenging situations.
- Collaborated with other team members to set up and dismantle distribution sites.
- Adhered to organizational guidelines for safety, security, and integrity in all interactions.

Languages:
- **Arabic**: Native
- **English**: Fluent in writing, reading, and speaking.
- **Kurdish:** Fluent in writing, reading, and speaking.
- **Assyrian:** Native

Professional Skills

Top Skills

- **Full-Stack Development:** Proficient in both front-end (HTML, CSS, JavaScript) and back-end (PHP, Laravel) technologies, with a focus on creating efficient, user-friendly applications.
- **Database Management:** Skilled in MySQL and Microsoft Access, including VBA for automating tasks and managing data effectively.
- **Customer Service:** Extensive experience in guest relations, with a proven ability to provide friendly, efficient, and professional service in high-end hospitality settings.
- **Multilingual Communication:** Fluent in Assyrian, Arabic, Kurdish, and English, enabling effective communication in diverse environments and fostering positive relationships with clients and team members.
- **Problem Solving:** Strong ability to troubleshoot and resolve issues, ensuring high levels of guest satisfaction and smooth operations across various roles.

Professional Skills

- **Programming Languages.**
- **Microsoft Office Suite.**
- **effectively with colleagues from different departments and contributing to a positive work environment.**
- **Attention to Detail.**
- **Time Management.**
- **Adaptability.**

References:
Available upon request.