



## Janet Moris Bekheit

**European residence permit holder**

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Seeking a challenging position for employment in a progressive organization where I can utilize my work experience, academic background and personal skills in order to enhance my skills and qualifications through team interaction. Accomplish the firm's and personal goals.

Acknowledging a temporary work gap resulting from my **relocation** to Italy, then **to Sweden**, post-marriage. I have utilized this period to focus on linguistic and academic pursuits. Engaging in Italian language courses and university studies reflects my commitment to personal and professional development during this transitional phase.

## WORK EXPERIENCE

### Credit Analyst

Nov. 2020 – Sep. 2022

*Credit Guarantee Company S.A.E, Cairo, Egypt*

- Financial analyses of SME businesses to determine their creditworthiness (2021-2022).
  - Developed and implemented risk management strategies to minimize credit losses.
  - Successfully evaluated and facilitated business loans under 10 million E.P., resulting in an increase in loan approvals.
- Started as a Front Desk Receptionist (2020).

### Reservation Specialist

Sep. 2018 – Nov. 2020

*Novotel hotel Accor chain, Cairo, Egypt*

- Promoted to Reservation specialist (2020).
  - Major responsibility of Daily and Monthly data analysis Reports.
  - Preparing the Quarter and Annual hotel reservation external agencies commission Reports.
- Guest relation (2019).
  - I developed and implemented strategies to enhance customer satisfaction among VIP guests, resulting in a 10% increase in repeat business.
  - In charge of the VIP room quality control Check Lists.
- Front office agent (2018).
  - Manage online, phone and in-person room reservations.
  - Welcome guests, check them in, distribute room keys and explain the hotel's amenities.
  - Handling check in and check out payments from customers.
  - Respond to guests' issues and complaints in a friendly, timely manner.
  - Work with other staff members to ensure that all guest rooms meet hotel standards and accommodate any special client needs.

### Sales Specialist

Jun. 2016 – Aug. 2018

*Go tours Travel Agency, Cairo, Egypt*

- Build and maintain strong, long-lasting customer relationships to foster repeat business and customer loyalty.

- Respond to customer inquiries and concerns promptly, providing accurate and comprehensive information.
- Negotiate and finalize sales agreements, ensuring terms and conditions meet the needs of both the company and the customer.

## Intern in EgyptAir Lines

Jul. 2015 – Sep. 2015

*Cairo International Airport, Cairo, Egypt*

- Enhanced my teamwork and presentation skills.
- Gained experience in customer service.

## EDUCATION

### Italian Course B2 Level

2023 – 2024

*University of Trieste, Trieste, Italy*

*Pursuing an Italian language course at the B2 level at the University of Trieste, enhancing proficiency and cultural understanding.*

### Business Administration Courses

2022 – 2023

*University of Trieste, Trieste, Italy*

- **Business Management**
- **Accounting**

### Bachelor's Degree in Tourism and Hotels Management

2013 – 2017

*Helwan University, Cairo, Egypt*

*English Tourism studies section that provides a total background of the tourism management.*

## AWARDS

- Excellent degree in the annual evaluation as Credit Analyst at Credit Guarantee Company.
- Awarded Star of the month 4 times in Novotel Hotel.
- Won a prize in a **Worldwide Accor Competition** for the most creative idea in making a guest happy with zero budget.

## SKILLS

- Very Good Knowledge of all Microsoft Office Package.
- Very Good Knowledge of **Hotel Opera Management Software**.
- Flexible, enthusiastic, hard worker, active and very fast to learn new technologies and sciences.
- High sense of time management.

## LANGUAGES

- **English** (Full professional proficiency)
- **Arabic** (Native)
- **Italian** (Excellent spoken and written)

Sponsorship: no need

**References Available Upon Request.**