Xhoana Rama

KONTAKT

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⚖️ 16.07.1992

🚗 Class B

JOB-RELATED SKILLS

- SQL Server 2008 Database (Certified by ICT – February 2013)
- Writing Queries Using Microsoft SQL Server 2008 Transact – SQL (Certified by Microsoft IT Academy)
- Installing and Configuring Windows Active Directory TS: Microsoft Exchange Server 2010, Configuring (Certified by IriSoft – May 2013)
- Publisher, Photoshop, Access, (Certified by Wisdom – Sep 2008)
- Word, Excel, Power Point (Certified by Wisdom – Sep 2007)
- Unified Modeling Language (UML)
- Object Oriented Programming (OOP)
- C++, Joomla, Wordpress, html, css, javascript

COMMUNICATION SKILLS

- I ask questions and work my way in depth.
- I am creative in teamwork.
- I take responsibility for creative tasks.
- My communication is clear and understandable.
- Quick comprehension.
- Active listening.
- Stay calm.

WORK EXPERIENCE

Groups Reservation Agent SV Hotel Deutschland GmbH - Munich
07/2024 – 07/2025

- Reservation Handling / Contract & Rate Negotiation
- Pre-Arrival Communication / Coordination with Operations Teams
- Room Block Management / Special Requests & Arrangements
- Deposit Invoice / Final Invoice

Reception Hotel Ibis Munich City - Munich
02/2023 - 07/2024

- Check-in and Check-out
- Key Management
- Guest Assistance
- Reservation Management
- Hotel & Local Information

Training as a Hotel Specialist Hotel Ibis Munich City - Munich
06/2022 - 02/2023

- Guest Service & Communication
- Reservations Management
- Billing & Payments
- Administrative Duties
- Customer Support & Problem Resolution
- Collaboration & Teamwork

Training as a Hotel Specialist Spa & Resort Bachmair Weissach - Tegernsee
08/2020 - 06/2022

- Guest Service Management
- Room Reservation and Front Desk Operations
- Event Coordination and Conference Management
- Housekeeping and Maintenance Supervision
- Financial Management and Invoicing
- Team Management and Leadership

Web Designer Inser Company - Tirane, Albania
06/2017 - 10/2017

- Writing and editing content
- Designing web page layout
- Solving code problems
- Fundamentals of design imaging

Webmaster Matrix Company - Tirane, Albania
10/2015 - 05/2017

- Creating website layout/user interfaces by using standard HTML/CSS practices.
- Writing well designed testable, efficient code by using best software development practices.
- Gather and refine specifications and requirements based on technical needs.
- Develop SEO strategies, and implement and monitor campaigns.
- Created Facebook page to interact with regular guests and attract new seasonal customers.

FURTHER TRAINING

- Business Guide for Young Entrepreneurs
- Entre Leadership, Time Management, Public Speaking, Effective International Business Communication
- Cultural Crossroads

HOBBIES

- Community Involvement
- Learning Languages
- Travel
- Sports
- Cooking
- Chess The first price in the chess tournament in Elbasan of Albania (Certified – March 2006

Evaluation of Real Estate E-Arkitekture Studio - Tirane, Albania
01/2016 - 12/2016

- Completing commercial properties surveys.
- Observe, examine measure, inspect, gather data, and describe all aspects of a property, building, business.
- Taking digital photos.
- Prepare correspondence, reports of inspections or investigations, and recommendations for action.

IT Internship Protik ICT Resources - Tirane, Albania
09/2014 - 12/2014

- System and Network Administrator
- Troubleshooting, investigating, and resolving issues across multiple systems.
- Routing and switching to improve the network.
- Data entry for training and activity.

ACADEMIC STUDIES / VOCATIONAL TRAINING

Hotel Specialist (Hotelfachfrau) - Miesbach, 2020 - 2023

Computer Science
Master of Science - Tirane, Albania, 2013 - 2016

Computer Science
Bachelor degree - Tirane, Albania, 2010 - 2013

FOREIGN LANGUAGES

Albanian: Mother language

German: C1
Advanced knowledge

English: C1
Advanced knowledge

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