

ABOUT ME

I am a highly motivated person with a keen interest in the Travel and Tourism sector. As a recent first-class graduate from Glasgow Caledonian University with honours in International Tourism and Event Management. When confronted with complicated situations, I tackle them with professionalism and a firm commitment to discovering effective answers. I thrive in team contexts and appreciate the value of developing great connections with co-workers. I am currently looking for a position that will provide me with new challenges while still allowing me to use my present skill set.

PROFESSIONAL EXPERIENCE

2019 - 2022

AG Restaurants LTD - McDonald's Crew Member

- Demonstrating the ability to manage pressure in a demanding working environment
- Setting key objectives for myself throughout the shift
- Being flexible with time, I take on extra shifts when needed and tend to stay late or come in early when requested
- Provide a high-quality service to our customers and provide a friendly and enjoyable experience
- Carefully listen to customer requirements, if they have specific requests, I can inform them if we can fulfil these or not with my knowledge of the job
- Involved with handling money & operating the till, trusted by management to have my till to the correct amount.

VOLUNTARY EXPERIENCE

2016 - 2017

Malawi Charitable Volunteering

- Increasing public awareness of the issue of food insecurity.
- Encouraging individuals and organisations to donate food and other items to the food bank.
- Coordinating the logistics of collecting and transporting donations to the food bank
- Cross-cultural communication.

2015 - 2016

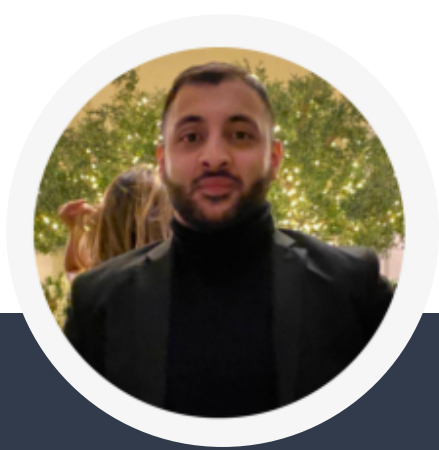
Police Scotland

- Competitive experience
- Visited Faslane Military base and prisons
- Worked well with my group and was confident to ask questions
- Confidently projected any ideas and solutions to tasks set
- Communication skills were vital for this role, and my team succeeded in keeping a narrative going and not leaving anyone out.

ACHIEVEMENTS

- Honours Research - Space Tourism: Understanding the Effects of Leisure Constraints that Pose an Impact within the Space Tourism Market - 77%
- HNC Year Two Travel and Tourism – top Academic Performer Award 2020 - 2021
- HND Travel and Tourism – achieved an outstanding attendance rate of 100% during COVID restrictions
- Certification of Galileo GDS Training
- Successfully achieved all Forty-Eight Modules Awarded by the Hospitality and Tourism Department.
- Completion of the Common Purpose Programme
- Digital Inclusive Leadership Certificate

References available on request



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Glasgow, Scotland



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Full and clean driving license

EDUCATION

2021 - 2023

Glasgow Caledonian University

BA International Tourism and Events Management (First-Class Hons)

2019 - 2021

City of Glasgow College

Higher National Diploma Travel and Tourism - Graded A and B

Knightwood Secondary School

2015 - 2017

- English for Speakers of Other Languages (B)
- Modern Studies (C)
- Business Management (B)
- Maths Numeracy and English Literacy
- CIH Award in Community Action in Housing
- Progression award for computer games development

SKILLS

- Leadership
- Highly Driven
- Organised
- Team Player
- Time Management

LANGUAGES

- English (Native)
- Arabic