

# Curriculum vitae

## PERSONAL INFORMATION



### Waleed Ibrahim

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Sex Male | Date of birth 05/01/1991 | Nationality Syrian

## WORK EXPERIENCE

20 Aug 2018–Present

### Front Office Manager

Darin Plaza Hotel  
60M Street next to Royal Mall, Ebil (Kurdistan)  
[www.darinplaza.net](http://www.darinplaza.net)

I am responsible for the following duties:

- Being an active link between the F.O.staff and the management.
- Checking daily Check In guests forms(Full names\_Date of Birth\_Place of Birth\_the Rate per night).
- Preparing the duty roster for each week.
- Dealing with VIP guests related to the K.R.G.
- Dealing with VIP guests from E-Booking Center, Alvaro Center, and Booking.com.
- Offer guests flying tickets from Pegasus Office on Shores St.
- Working on Omega Otel, Omega Back Office, and Omega P.O.S.
- Talking with the customer in English, Arabic, and Kurdish on the phone and offer them reservations and airport taxi pickups and daily deals with walk-in customers.
- Working on Booking.com partner **PULSE** Application and editing the available rooms and suites and answer the guest's requests in a private field related to GUESTS REQUESTS.
- Dealing with many of the NGO staff (**UNICEF, UNHCR, IOM, HEARTLAND**) and many of the companies and institutions like (BEE CABLE, KOREK, ARABIC OIL INSTITUTION in Baghdad)
- Working on Excel, Word, and Outlook for emails.

Business or sector Hotel and Lodging

5 Apr 2018–Present

### English Teacher

Erbil International Institution in cooperation with the American Non-governmental Organization (Greater Change) Duhok Branch  
Ayinda 1\_Koya Road, Erbil (Kurdistan)

Courses that I taught:

**1\_Face To Face (Cambridge University)**

**Levels: A1\_A2\_B1\_B1+\_B2**

**2\_English Time (Oxford)**

**Levels: 1\_2\_3\_4\_5.**

I have been responsible for the following duties:

- Classroom management.
- Working on the projector to show them conversations' videos and as well as for MP3 dialogues.
- Planning, preparing and delivering lessons to a range of classes and age groups.
- Preparing and setting tests, examination papers and exercises.
- Marking and providing appropriate feedback on oral and written work.
- Training on making Face-To-Face conversations and writing notes during the conversations between students and correct their verbal and expressive mistakes.
- Teaching them the differentiation between American and British accent. (Extra Activity).

Business or sector English Teacher

17 Apr 2016–5 Aug 2018

### Receptionist

Jouhayna Hotel  
100 M Street\_32 Park District, Erbil (Kurdistan Region)  
[www.jouhaynahotel.com](http://www.jouhaynahotel.com)

I have been responsible for the following duties:

- Working on Omega Otel, Omega Back Office, and Omega P.O.S.
- Filling out the check-ins forms and attaching the personal ID or passport with it.
- Talking with the customer in English, Arabic, and Kurdish on the phone and offer them reservations and airport taxi pickups or daily deal with walk-in customers.
- Working on Booking.com partner PULSE Application and many of the **NGO** staff like **(UNICEF, UNHCR, IOM, HEARTLAND)**
- Working on **Excel, Word, Outlook** for emails.
- Typing so fast and smooth on keyboard and especially in English.

Business or sector Hotel and Lodging

1 Apr 2014–20 Nov 2014

### English Teacher for 7th Grade and 8th Grade

Hafez Ibrahim Primary School, Qamishlie (Syria)

•Teaching two books 7th Grade and 8th Grade (**English For Starters** 7th, and 8th\_ **York Press** written by **Julia Starr Keddle** and Martyn **Hobb's** in cooperation with the **Syrian Ministry of Education**). The books divided into two types one of them is Activity book and the other is Student's Book.

I have been responsible for the following duties:

- Classroom management.
- Planning, preparing and delivering lessons to a range of classes and age groups.
- Preparing and setting tests, examination papers and exercises.
- Marking and providing appropriate feedback on oral and written work.

#### \_Theoretical:

•Verb Tenses (Past, Present, and Future)\_ (Suffix, Prefix)\_ (Prepositions)\_ (Word Pronunciations).

#### \_Practical:

- Teaching them the bases of conversation through (Listening, Reading, and Writing).
- Preparing Face-To-Face conversations between the students and making them feel joy and anxious through the lesson.

5 Mar 2013–1 Jan 2014

### Lounge Manager

MABCO Company for Mobiles and Technology\_Official Sponsor of Nokia Finland in Syria., HAMA (Syria)

- Great experience in Android Phones especially (**NOKIA\_SAMSUNG\_HUAWEI\_GOOGLE**)
- Manage the company social media pages especially Facebook for purchasing items.
- Expose the mobiles, tabs, and tablets features and convince the customer to get his/ her own will perfectly.
- The customers are always right; so the working-team should be accurate and taking care of them and make them feel they are our favorite customers.
- Promote goods to achieve the best profits.
- Training the employees to deal with customers effectively and being a good listener and rapidly interact with customer requests.

## EDUCATION AND TRAINING

20 Sep 2009–23 Mar 2015

### Certificate in English Literature.

**Albaath University, Faculty of Arts and Humanities Department\_Hama,Syria 2015.**

- Projects Management (Shar Center,Qamishlie\_Syria)
- Communication Skills (Shar Center,Qamishlie\_Syria)
- Good command of Microsoft Applications (Word, Powerpoint.Excel) DIY experience.
- (Photo Shop\_Adobe Priemewre) Certificate\_GIZ Organization in cooperation with RWANGA Organization.
- Mobiles software DIY experience due to my passion about Android Phones and Tablets.

## PERSONAL SKILLS

Mother tongue(s) Kurdish

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	B1	B1	B2	C2
ENGLISH LITERATURE					
Arabic	C2	C2	B2	C2	C1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user  
Common European Framework of Reference for Languages

Communication skills

- Good communication skills gained through my experience as Lounge Manager,Receptionist, and as a Front Office Manager.
- Excellent contact skills with people from many different cultures and languages.

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem-solving
Independent user	Basic user	Basic user	Basic user	Basic user

Digital skills - Self-assessment grid