

# Ayad Mohammed Yousif

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**Address:** - Iraq, Baghdad.

**Nationality:** - Iraqi

**Marital Status:** - Married

**Gender:** - Male

**Date of Birth:** - 25 November 1988

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## PERSONAL PROFILE

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A highly competent, motivated administrative with experience of working as part of a team in a busy office environment. Well organized and proactive in providing timely, efficient and accurate administrative support to office managers and work colleagues. Approachable, well presented and able to establish good working relationships with a range of different people.

Possess excellent interpersonal, communication and negotiation skills and the ability to develop and maintain mutually beneficial internal and external relationships. Enjoys being part of, as well as managing, motivating and training, a successful and productive team, and thrives in highly pressurized and challenging working environments.

## EDUCATION

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- **B.Sc. In Agriculture Engineering, Department of Economics** September 2009 – July 2015  
University of Baghdad, Baghdad, Iraq (three years study not graduate)
- **Baccalaureate Certificate in Scientific Section** September 2003 – July 2009

## SKILLS

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- Excellent Administration Skill.
- I Have Excellent Microsoft Office Skills (Word, Excel, Outlook and Power point).
- I Have Excellent Skills in Computers including (Installing, Connecting Devices and Formatting).
- I Have Excellent Skills in OMEGA & WISHNET System for Hotel.
- Self-motivated, proactive & hardworking.
- Fully aware of all Health & safety legislation relating to office work.
- High ability to work under pressure and take the lead at work.
- Team Player.
- Target Oriented.

## LANGUAGES

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- **Arabic** (Mother Tongue).
- **English** (Fluent).

## ***PROFESSIONAL EXPERIENCE***

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### ■ **Baghdad International Airport Hotel / Palm Hotel – Baghdad, Iraq**

**Feb 2017 – Sep 2018**

#### Operation Supervisor

- Liaises with all department / section Head.
- Communicates with government authority.
- Maintain good communication and working relationships with all hotel departments.
- Supervise directly and indirectly all rooms division staff.
- Communicates with relevant agencies to produce travel route for business directors and employee events.
- Ensure S.O.P implementation in all department and check the same during routine operation check.
- Assessing and Reviewing customers satisfaction and service recovery process.
- Resolved guest problems quickly, efficiently and courteously.
- Review and complete credit limit report.
- Working closely with Account Management, and Marketing teams to assist with monthly reconciliations
- Liaising with staff all across the business and helping them with finance queries.
- Assist Financial Controller with month-end procedures.
- Maximum room revenue of occupancy by reviewing status daily.
- Monitor selling status of house daily, allowance, room change etc.
- Greet VIP visitors and direct them to the appropriate offices.
- Review front office logbook & guest feedback on a daily basis.
- Comply with hotel security, fire regulations and all health and safety legislation.

### ■ **Baghdad International Airport Hotel / Palm Hotel – Baghdad, Iraq**

**Aug 2013 – Jan 2017**

#### Front Office Manager

- Meeting and greeting visitors ensuring they are signed in and inducted.
- Create and update reports, forecast report, reservations tracing sheet and arrange meetings with personnel, financial and other data.
- Manage phone calls and correspondence (e-mail, letters, packages etc.).
- General administration duties, photocopying, filing, Attendance sheet etc.
- Evaluate levels of Guest satisfaction and monitor trends, with a focus on continuous improvement
- Recruit, manage, train and develop the Front Office team.
- Dealing with any enquiries at the reception.
- Data entry into internal systems.
- Ensuring that the reception area is tidy and clutter free.

### ■ **Duty Free Shop – Baghdad, Iraq** **Baghdad International Airport Terminals**

**July 2010 – December 2010**

#### Sale Supervisor

- Advise customers on purchases and provide excellent customer service.
- Maintain thorough knowledge of store merchandise.
- Calculate total payments received during a period, and reconcile this with total sales.
- Compile and maintain non-monetary reports and records.
- Operate POS cash register for thrift store.

■ **L3-Communications - Baghdad, Iraq**  
**Titan Linguist Operations & Technical Support**

**July 2005 – May 2008**

- Translator / Interpreter for the workgroup between the team and the Company.
- Review requisition orders to gauge accuracy of materials and equipment information.
- Update inventory records with new information on a constant basis.

## ***REFERENCES***

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- Available Upon Request.