

# Basel Hamoud

Jan 2019

## Personal Info

### Address

Erbil, Kurdistan

### Date of Birth

10 May 1988

### Phone

+964 7517 591 163

### Email

baselhamoud7@gmail.com

### Marital Status

Single

## Languages

Arabic



Native

English



V. good

## Experience

08Y, 01M

### Guest Services Supervisor

Quint Hotel, Erbil, Kurdistan

Oct 2017 till Present (1Y,05M)

- Process Reservations, registrations, and extensions based on availability.
- Ensure prompt customer service and follow-through is completed on all guest concerns.
- Coach and motivate staff to deliver superior guest service.
- Ensure proper staffing is in place day-to-day due to unforeseen circumstances.
- Prepare daily staff schedules, communication logs, and other required documents on a daily basis.

### Hotel Receptionist

Quint Hotel, Erbil, Kurdistan

June 2016 to Sep 2017 (1Y,03M)

- Greet hotel guests; answer any questions or concerns.
- Operate computer programs and multi-line phone systems.
- Provide an outstanding guest experience and maintain guest records and book reservations.
- Complete basic cashier and bookkeeping responsibilities.
- Contact necessary staff to solve problems when challenges arise, ensuring guest comfort.

### Loan Officer

Al-Watania for Microfinance, Lattakia, Syria

Jan 2015 to May 2016 (1Y,04M)

- Conducting a project disclosure and interviewing the project owner.
- Record all financial statements related to the project and personal financial information.
- Entering data into the loan program and make a financial study for the loan.
- Granting a loan to customers in order to develop existing projects or establish a new project.
- Follow-up of granting the loan in case of approval.

### Hotel Receptionist

HOTEL LE MERIDIEN, Lattakia, Syria

July 2011 to December 2014 (3Y,11M)

- Greet hotel guests; answer any questions or concerns.
- Operate computer programs and multi-line phone systems.
- Provide an outstanding guest experience and maintain guest records and book reservations.
- Complete basic cashier and bookkeeping responsibilities.
- Contact necessary staff to solve problems when challenges arise, ensuring guest comfort.

## Education

### Technical Institute of Banking and Financial Sciences

Tishreen University, Latakia, Syria

September 2011

## Training

- Al- Ameen accounting system *Al-Amal Training center, Lattakia, Syria*
- Infinity accounting system *Al-Amal Training center, Lattakia, Syria*
- Al- Bayan accounting system *Al-Amal Training center, Lattakia, Syria*
- ICDL *Syrian computer society, Lattakia, Syria*

## Software Experience

- Microsoft Office  Excellent
- Internet  Very Good
- Reservation software  Very Good
- Accounting software  Very Good
- Restaurant systems  Very Good

## Skills

- Team Management
- Problem Solving
- Comprehensive IT Knowledge
- High level of commitment to the job
- Good knowledge of business
- Ability to stay calm under pressure
- Superior customer service skills
- Excellent organizational skills
- Strong multi-tasking kills
- Able to work weekends and holidays
- Able to work different shifts