AA

Ali Al Radhwan

Professional summary

Assistant IT manager with experience in Audio Visual, e-mail systems, Opera, Hilton ONQ and Micros.

Work history:

Kempinski Hotel-Assistant IT Manager

11/2019 till now

DoubleTree by Hilton- Receptionist

8/2016- 11/2016

Al Kifah Company – Administrative Assistant
08/2015 - 08/2016

.

Courtyard Marriott Hotel - Front Desk
06/2014 - 02/2015

Alradhwan84@gmail.com
0543317962
Khobar

Skills:

- Opera System

- Magicinfo Signage system

- Micros Simphony system

- Active Directory

- Avaya Telephone System

- Adaco Requisition System

- Hilton ONQ System

Education

Saudi Electronic University
Dammam

Bachelor of Science: Information Technology

Tasks:

Troubleshoot Micros devices, assign rights, and create & delete users

Configure IP TV

Configure Avaya telephone

Configure Printers

Configure Opera and install the required Java application

Check banquet order event reports and fulfill guest requirements like high speed internet or virtual meeting system

Courses:

Hospitality Experience Program *Les Roches Marbella Spain* (One Week)

Cyber Security Course for Hotels (from ministry of tourism)

Online Courses From Hotelschool The Hague

Financial Management Intermediate

Financial Management Foundations

Delegation and Task Management

Introduction to Recruitment and Selection

Revenue Management Proficient

Documentation and Paperwork

Fundamentals of Leading People

Health and Safety Standards - Food Allergens

Traveling Securely

Fighting Food Waste in Hotels

Social Engineering

Safe Collaboration

Introducing Information Security

EU GDPR: Management Information and Awareness Training

PCI DSS Awareness Back of House

PCI Awareness Management

Introducing PCI DSS Awareness

Introducing Cyber Attacks

Communication

Fundamentals of Quality and Service

Welcome to Kempinski

Resolving Conflict & Employee Discipline

PCI DSS Awareness Front of House

Decision Making and Problem Solving

EU GDPR: Associate Information and Awareness Training

Effective Communication and Interdepartmental Collaboration

Corporate Security

Kempinski Introduction Programme for Administration

Understanding the Importance of Information Security

Sales Professional

F&B Service Essentials

Housekeeping Essentials

Front Office Essentials

Front of House Luxury StandardsRestaurant Upselling

Projects

2019 Installing windows 10 in all PCs and upgrade it to 8 GB RAM