
Highly organized and efficient in fast-paced multitasking environments; able to prioritize effectively to accomplish objectives with creativity, enthusiasm and innovation.

Education:

- 2013 – 2016** **Master of Arts in Business Administration**
University of Fribourg - SWITZERLAND
Strategic management and marketing, Magna Cum Laude
- 2006 – 2008** **Associate Of Science in Computer Science**
University Of Fribourg - SWITZERLAND
- 2001 – 2004** **Bachelor of Arts in Hospitality Management**
International University Of Tourism - MOROCCO

Professional Experiences:

- 09/13 – 07/15** **Internal Communication Intern, OWENS ILLINOIS EUROPE LAUSANNE**
I had the pleasure of assisting with producing marketing / communication materials, updating the department's documentation, and conducting market researches.
- 12/09 – 08/13** **Shift Leader, PARADISO 37 DISNEY SPRINGS ORLANDO FL**
Head up a team of 30 employees; Training and supervising staff members; Providing excellent customer service; Handling all customer service complaints, refunds, and questions, assuring my customers were satisfied and ensuring the daily shift ran smoothly.
- 06/08 – 06/09** **Banquet Supervisor, HOTEL ST. GEORGES GRUYERES CASTLE SWITZERLAND**
Oversee banquet event and ensure that all service standards, departmental policies are followed by banquet staff.
- 02/07 – 06/08** **Night Auditor, NH HOTEL FRIBOURG SWITZERLAND**
Responsible for balancing the revenue and expense transactions, which occurred during the day at the hotel. Responsible for the overall operations and appearance of the front desk of a hotel.
- 02/05 – 07/06** **Public Relations Manager, KENZI MENARA PALACE MARRAKECH MORROCO**
Complaint handling; Providing highly personalized service V.I.P.; Representing the hotel in different local events; Partnering with seventeen branches in assigned market.
- 07/04 – 02/05** **Marketing Intern, TANGIER PROPS TANGIERS MORROCO**
Responsible for maintaining the financial success of the branch by generating business for personal, business and investment banking areas

Key skills: Hospitality and Administration Management, Front- and Back of House Operations, Budgeting and Cost Controls, Organize internal and external events, Teamwork, Edit and prepare the lay-out of various documents.

Computer skills: Proficient in FRONT END, BACK END Development, Microsoft Office, WordPress, and Social Networks.

Language skills: Fluent in English, French and Arabic; conversant in German.