

# Rami Shoula

Hotel Front Desk

## Profile

Experienced Hotel Front Desk Administrator dedicated to delivering first class service to all hotel patrons. Bringing forth the ability to handle a variety of clerical and administrative tasks to ensure smooth hotel operations. Adept in providing patrons with optimal customer service, while maintaining a friendly and helpful attitude. Knowledgeable about many cities and their offerings.

## Employment History

### Front Desk Associate at Ace Hotel, Seattle

July 2017 — September 2019

- Answered phone calls and handled bookings.
- Communicated with hotel staff to ensure patron's needs were met.
- Maintained an organized desk area.
- Worked closely with the manager of the hotel to address any objectives.

### Hotel Front Desk Administrator at The Scottsdale Inn, Scottsdale

August 2014 — August 2016

- Successfully managed all front desk operations.
- Arranged bookings and handled special requests.
- Greeted and assisted all guests with hospitality.
- Offered suggestions regarding dining, leisure, and entertainment.
- Maintained strong work relationships with all hotel departments.

## Education

### B.S. in Hospitality Management, Howard University, Los Angeles

August 2010 — May 2014

### High School Diploma, La Jolla High School, Santa Cruz

September 2006 — May 2010

## References

### Sam McGee from The Scottsdale Inn

smcgee@scottsin.org · 761-908-7754

### Mya Ricardo from Ace Hotel

mya@stayatace.com · 206-890-4325

### Chris Hubert from The Scottsdale Inn

chubert@scottsin.org · 318-112-2627

## Details

romioshoula@gmail.com

## Skills

Exceptional Organizational Skills

Hospitality Management Skills

Interpersonal Communication Skills

Knowledge of Computer Systems

Creative Problem Solving

Scheduling and Planning Skills

## Languages

Dutch

English