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| 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 HistoryFront 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. |  |  |  | | --- | --- | |  | EducationB.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 |  |  |  | | --- | --- | |  | ReferencesSam McGee from The Scottsdale Inn [smcgee@scottsinn.org](mailto:smcgee@scottsinn.org) · 761-908-7754 Mya Ricardo from Ace Hotel [mya@stayatace.com](mailto:mya@stayatace.com) · 206-890-4325 Chris Hubert from The Scottsdale Inn [chubert@scottsinn.org](mailto:chubert@scottsinn.org) · 318-112-2627 | | DetailsSkills  |  |  | | --- | --- | | Exceptional Organizational Skills | | |  |  |  |  |  | | --- | --- | | Hospitality Management Skills | | |  |  |  |  |  | | --- | --- | | Interpersonal Communication Skills | | |  |  |  |  |  | | --- | --- | | Knowledge of Computer Systems | | |  |  |  |  |  | | --- | --- | | Creative Problem Solving | | |  |  |  |  |  | | --- | --- | | Scheduling and Planning Skills | | |  |  |  Languages  |  |  | | --- | --- | | Dutch | | |  |  |  |  |  | | --- | --- | | English | | |  |  | |