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| Rami Shoula  Hotel Manager | |
| |  |  | | --- | --- | |  | Profile Experienced Hotel Manager adept in effectively overseeing all hotel operations. Committed to creating and maintaining a top-of-the-line hotel environment for guests, resulting in return visitors and excellent reviews. |  |  |  | | --- | --- | |  | Employment HistoryHotel Manager at The Lookout , Philadelphia October 2017 — March 2021   * Oversaw a team of 200+ hotel employees. * Effectively led the execution of strategies as developed by leadership members. * Promoted the hotel, its facilities, and its services. * Assisted guests with reservation arrangements and special requests. * Established databases and internal tracking systems to ensure accuracy of data.  Hotel Manager at Emerald Inn, Lancaster May 2015 — September 2017   * Developed and implemented programs that increased employee engagement and hotel productivity. * Created guest loyalty programs that resulted in an increase of return-guests. * Worked directly with the General Manager to establish and implement initiatives and campaigns. * Executed daily managerial tasks with enthusiasm and a strong attention to detail. |  |  |  | | --- | --- | |  | EducationBachelor of Arts, St. Joseph's University, Philadelphia September 2013 — May 2017 High School Diploma, Lancaster High School, Lancaster September 2009 — May 2013 |  |  |  | | --- | --- | |  | ReferencesLeanne Wilson from Emerald Inn [wils\_on98@emeraldinn.org](mailto:wils_on98@emeraldinn.org) · 717-435-8989 John May from The Lookout [m\_joh@lookouthotel.com](mailto:m_joh@lookouthotel.com) · 267-567-0909 Kimberly Garris from The Lookout [garris\_k@lookouthotel.com](mailto:garris_k@lookouthotel.com) · 267-545-0121 | | DetailsSkills  |  |  | | --- | --- | | Effective Time Management | | |  |  |  |  |  | | --- | --- | | Ability to Multitask | | |  |  |  |  |  | | --- | --- | | Adaptability | | |  |  |  |  |  | | --- | --- | | Customer Service | | |  |  |  |  |  | | --- | --- | | Leadership Skills | | |  |  |  |  |  | | --- | --- | | Communication Skills | | |  |  |  |  |  | | --- | --- | | Strong Organizational Skills | | |  |  |  Languages  |  |  | | --- | --- | | English | | |  |  |  |  |  | | --- | --- | | Polish | | |  |  | |