

Hsaina El Achraf

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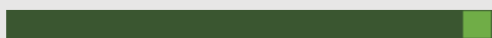


Summary

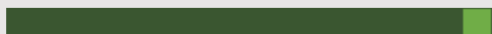
Detail-oriented receptionist with 2 years of experience in customer service. Efficient in performing the administrative and front-desk tasks of large-scale offices. Fluent in English, French, and Arabic. Proficient in MS Office Suite.

Skills

International sales support



Strategic sales knowledge



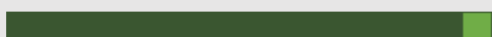
Exceptional communication skills



Stock records management



Quality assurance and control



Work history

Building Manager – 03/2022 to 06/2023

StayHere., Agadir

- Overseeing contractors and inspecting completed jobs.
- Inspect apartments after the house cleaning team completes their tasks to ensure cleanliness and adherence to established standards.
- Develop and implement stock management strategies, policies, and procedures to ensure efficient stock control and inventory accuracy.

Assistant Manager – 11/2022 to 03/2023

StayHere., Agadir

- Assist the manager in supervising daily operations.
- Assist in inventory management.
- Step in and assume managerial responsibilities in the absence of the manager.

Front Desk Agent – 11/2021 to 11/2022

Radisson Blu Resort., Agadir

- Manage online, phone and in-person room reservations.
- Assist customers with the planning of special events as wedding's and business conferences.
- Respond to guest's issues and complaints in friendly, timely manner.

Education

2019-2021, ISHR

Agadir

Associate Degree in Hotel and Restaurant Management

2019, Nobough

Agadir

Baccalaureate in Physics