

# Curriculum Vitae

## PERSONAL INFORMATIONS:

Mohammed Essam El deen Abd El hamid

17 El-Hapsha st Moharm Bak, Alex, Egypt

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Date of Birth: 13/10/1990

Gender: Male

Marital Status: Single

Nationality: Egyptian



## Vision:

To go beyond my limits. Being a highly motivated and hardworking people who is ready to take up challenges and not afraid to get of my zone of comfort.

## Experience:

### **Art Rotana Bahrain (311 Rooms, Beach resort, 6 outlets)**

- Front Desk Agent at Art Rotana (July 2016 Till Feb 2020)
- To represent the hotel to the guest throughout all stages of the guest's stay. Determines a guest reservation status and identifies how long the guest will stay. Helps guests complete registration cards and then assigns rooms, accommodating special requests whenever possible. Verifies the guest's method of payment and follows established credit-checking procedures. Places guest and room information in the appropriate front desk racks and communicates this information to the appropriate hotel personnel. •Extend personal service and attention to all guests, with particular emphasis on Club Rotana and VIP Guests Prepare and coordinate the distribution of guest amenities, welcome letters and fruit setups for VIPs and long-stay guests. Carry out daily spot checks as part of Rooms Division standards and check rooms of VIP guests prior to their arrival. Handle any pending bills (Pay-Masters) and follow up as necessary. Carry on The Night Auditor tasks such as reconciles all accounts, processes invoices and Transactions of the day Ensure that the Resort's credit policy is being followed at all times and that the Credit Check Report is carried out

## **Radisson Blue Alexandria, Egypt (262 Rooms, Business Hotel, 4 outlets)**

- Front Desk Agent at Radisson blue (May 2015 till April 2016)

To represent the hotel to the guest throughout all stages of the guest's stay. Determines a guest reservation status and identifies how long the guest will stay. Helps guests complete registration cards and then assigns rooms, accommodating special requests whenever possible. Verifies the guest's method of payment and follows established credit-checking procedures. Places guest and room information in the appropriate front desk racks and communicates this information to the appropriate hotel personnel

- Operator at Radisson blue (July 2014 till May 2015)

Answering incoming calls and Directs call to guest rooms, staffs or departments through the switchboard or PBX system. Places outgoing calls. Receives guest messages and deliver the same to the guest. Logs all wake-up call requests and performs wake-up call services.

- Guest Service center at Sheraton Sharm (February 2014 till July 2014)

- Operator at Grand Royal Hotel ( May 2013 till February 2014)

### **EDUCATION:**

Alex University, faculty of tourism and hotel 2009-2012  
BSC with honors in Hotel Studies

### **Training:**

Grand Azur Hotel in housekeeping	2010
PMS (Opera)	2012
Amadeus Ticketing at Arab Academy	2014
Telecom Egypt for 3 month	2013

### **Computer knowledge:**

Knowledge of MS office and the operation of standard office equipment

**Skills:**

- Flexibility | Adaptability
- Work under pressure
- Stress tolerant
- Ability to handle several situations at once with confidence.
- Teamwork

**Languages:**

- Fluent in Arabic and English
- Knowledge in French, Russian and Italian

**Social Works:**

Volunteering works in my local community

**Hobbies:**

Football, swimming and Gym

**Reference:**

Upon request