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**Objective:**

To use my skills in customer service, public relations, and marketing in the field of Hospitality, I am especially seeking positions in reception, events management and tourism.

**Education**

September, 2006 – 2007: Graduated American Academy for Hotel & Lodging Management, Amman, Jordan

- AH&LA Certified Hospitality Management Diploma and Specialized course in Fidelio Front Office System

September, 1999 – May, 2003: Graduated with Bachelors of Arts Degree, Ain Shams University, Cairo, Egypt

- Majored in Egyptology and specialized in tourism and Middle East antiquities.

**Experience**

*Front Desk Manager and Reception at Indiana Hotel (2004-2005, 2002-2003)*  
Indiana Hotel

- Managed the Front Desk during Night shifts at the Indiana Hotel – A four star Hotel in Dokki, Cairo Egypt.
- Oversaw bookings, management of petty cash and 20 hotel staff.

*Food and Beverages assistant (2003-2004)*

Semiramis Intercontinental Hotel

- Assisted the floor Manager at the Semiramis Intercontinental Hotel in Cairo and coordinated the wait staff for large events such as weddings, conferences, and banquets.
- Designed floor displays for weddings, Ramadan events, and concerts.

*Receptionist (2003-2004)*

Grand Hotel

- Worked as Night Shift receptionist, cashier and hotel operator

*Independent Tour Leader (2001 – 2005)*

Freelance

- As a member of the Tourists Friends Association, Egypt, I provided tours on behalf of American and Lebanese travel agencies with offices in Cairo.
- Provided tours to the pyramids, Luxor, Valley of the Kings, and other historic areas in Egypt to groups ranging size from 2 to 15 persons.

*Floor Manager (1999 – 2002)*

### LG Home Appliances Company

- Marketed products for LG and subsidiary stores
- Managed the home electronics division in the Cairo-Nasr City LG store.

### *Tour Operator (1997 – 1999)*

#### Omega Tours

- Wrote information for tour leaders and assisted in tours of Cairo and the greater Cairo area.
- Booked dinners, Nile Cruises, and events
- Guided Tourists from point of arrival to destinations in Cairo

### **Skills**

- English: Fluent in Spoken English and have studied the Oxford University course for “English for Hotel and Tourist Industry”. I also studied English conversation at AmidEast-Cairo.
- French: Studied French at the French Cultural Center in Cairo and passed the second level of the course.