



## Personal information

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**Nationality** Syrian  
**Date of birth** 01 January 1991  
**Gender** Male

## Work experience

<b>Dates</b> <b>Occupation or position held</b>	15 July 2009 – 25 Sep 2010 <b>supervisor Store</b>
<b>Main activities and responsibilities</b>	Responsible for overseeing the entire store operations Assisted manager in all areas of resets, remodels, relocations, and new store openings Handled sales tracking and reporting, inventory control, and employee payroll Training and supervised full and part time personnel Worked directly with vendors to confirm and verify shipments Managed all aspects of merchandising, window displays, and stocking Ensured excellence in customer service and resolved all problems at the store level.
<b>Name and address of employer</b>	Al Sharafli – Hims (Syria)
<b>Occupation or position held</b> <b>Main activities and responsibilities</b>	01 May 2008 - 09 July 2009 <b>Shop salesperson</b> Making sure that all customers are served in a polite, friendly helpful manner and completing the order using an electronic cash register. Keeping the sales area clear of any rubbish and re-stocking hangers as necessary, including replacing unsold goods in correct place. At end of day empty rubbish, vacuum shop floor. When necessary to help keep store-room tidy including checking stock delivery details, ensuring correct stock has been delivered, price up and put stock on shelves in stock room. As necessary break down cardboard and put alley.
<b>Name and address of</b>	Massimo dutti

	<p><b>employer</b>   Alshhbaa, Aleppo (Syria)</p>
<b>Dates</b>	18 October 2010 - 05 March 2011
<b>Occupation or position held</b>	<b>Front Office Attendant</b>
<b>Main activities and responsibilities</b>	<p>Fulfil guest requests and ensure their maximum satisfaction.          Blocking the rooms for arrival guests.          Request amenities and inspect the rooms for VIP guests.          Personally welcoming and escorting guests to their rooms.          Booking of restaurants or entertainment Arranging and taking care of groups.          Data entry as Police Reporter.          Assist in Front Desk ( check in &amp; check out )          Assist in Business Centre          Assist Guest services to attend the guests.</p>
<b>Name and address of employer</b>	<p>Movenpick          oud metha, U.A.e (Dubai)</p>
<b>Dates</b>	11 March 2011 – Till now
<b>Occupation or position held</b>	<b>Public relations Officer</b>
<b>Main activities and responsibilities</b>	<p>Arrange all requirements for Preopening          Issue all types of permissions for Grand Opening          Issue all types of visas online.          Follow up the visas problems in Emigration and free zone.          Doing new employees Medical and Residence visa issue          Doing the entire commercial license's requirements and making the procedures to issue it.          Doing DTCM permeations for parties and events.          Dealing with all The Government Management circles (Etisalat, Municipality, RTA, DEWA.....          Apply for Gulf, Europe, Asia visas to managers.          Visa clerk (service visa ,Employee , visit visa) Handling Requests for reservation and front office department          Issuing medical permit and employees residences          Cooperation with immigration and commercial marking, tourism department</p>
<b>Name and address of employer</b>	<p>Movenpick          oud metha, Dubai</p>

### **Hotel Sales Executive ( Full Training )**

Maintaining and developing relationships with existing customers via meetings, telephone calls and emails.  
Visiting potential customers for new business.  
Making accurate, rapid cost calculations, and providing customers with quotations.  
Negotiating the terms of an agreement and closing sales.  
Gathering market and customer information and providing feedback on future buying trends.  
Representing your organisation at trade exhibitions, events and demonstrations.  
Negotiating variations in price, delivery and specifications with your company's managers.  
Advising on forthcoming product developments and discussing special promotions.  
Liaising with suppliers to check on the progress of existing orders.  
Checking quantities of goods on display and in stock.  
You may also be involved with identifying new markets and business opportunities.  
Recording sales and order information and sending copies to the sales office.  
Reviewing your own sales performance, aiming to meet or exceed targets.

### **Hotel Reservation ( Full Training )**

Processes reservations by mail, telephone, telex, cable, fax or central reservation systems referral.  
Processes reservations from the sales office, other hotel departments, and travel agents.  
Knows the type of rooms available as well as their location and layout.  
Knows the selling status, rates, and benefits of all packages plans.  
Knows the credit policy of the hotel and how to code each reservation.  
Creates and maintains reservation records by date of arrival and alphabetical listing.  
Determines room rates based on the selling tactics of the hotel.  
Prepares letters of confirmation.  
Communicates reservation information to the front desk.  
Processes cancellations and modifications and promptly relays this information to the front desk  
Understands the hotel's policy on guaranteed reservations and no-shows.  
Processes advance deposits on reservations.  
Tracks future room availabilities on the basis of reservations.  
Helps develop room revenue and occupancy forecasts.  
Prepares expected arrival list for front office use.  
Assists in preregistration activities when appropriate.  
Monitors advances deposit requirements.  
Handles daily correspondence. Responds to inquires and makes reservations as needed.  
Makes sure that files are kept up to date.  
Maintains a clean and neat appearance and work area at all times.  
Promotes goodwill by being courteous, friendly, and helpful to guests, managers, and fellow employees.  
Walk around with the client and ensuring that they secure whatever services they are in need of.  
Getting information about areas of interest in order to target more clients in particular seasons.  
Making arrangements for clients travel programs.  
To be aware of all front office procedures and assist with reception duties when required.

**Dates** 10 January 2008 - 15 June 2010  
**Title of qualification awarded** Institute of Tourism  
**Name and type of organisation providing education and training** Maumon gouta, hims (Syria)  
**Level in national or international classification** level second class

**Personal skills and competences**

**Other language(s)**

**Native language Arabic**

**Self-assessment European level (\*)**

Understanding				Speaking				Writing	
Listening		Reading		Spoken interaction		Spoken production			
A1	Basic User	A1	Basic User	A1	Basic User	A1	Basic User	A1	Basic User

**English**

(\*) [Common European Framework of Reference \(CEF\) level](#)

**Social skills and competences**

Communicative, self motivated, Creative.  
 Cost & time awareness & fast adapting to market standards.  
 Hard worker, Practical & Objective oriented.  
 Ability to work under pressure - No time/place limitations.  
 Team work leadership & coordination Social, Cheerful character .  
 Written and verbal communication skills, Organization and flexibility, Ability to form relationships with clients.  
 Public speaking, Negotiating skills, Confidence and discretion time-management.  
 Ability to priorities and multitask, Discretion

**Organisational skills and competences**

Independent Work handling result oriented  
 very will hand 'people skill' with the ability to communicate effectively at all levels and multi-culturally  
 a deep commitment to providing the best possible service to the customer including handling challenging situations throughout a varied career  
 keen to work in hospitality sales in forward think environment that is highly driven by goals orientated strategy

**Technical skills and competences**

I'm a semi-professional photographer represented by Almay agency. I've a good freehand drawing skills, I've designed logos, brochures, posters, handbooks, letterhead, and business cards for several customers.

**Computer skills and competences**

CorelDraw program  
 Photoshop program  
 network ICDL  
 Microsoft office programs, windows, word, excel , PowerPoint , outlook express software & hardware

**Artistic skills and competences**

very good elocution, diction (obtained during secondary school years, performing at local theatre troupe and making various presentations during BA studies)

**Additional information**

computer software and hardware installation (level 1)