

# AMAMRA Narimane Zouleikha

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**Objective:** Possess strong communication skills and can adapt quickly to new work environments. Proven experience in reception, ensuring smooth checking in and out of guests and managing room reservations and cancellations properly, customer service, communication, and management. I am responsible, serious in working time, learn fast, organize well, and work speedily in a pressure period. Flexible hard worker ready to learn and contribute to team success. Working hard and learning more are my life and working duties every day and I can work in any province without problems.

## Education

**Master's Degree in English Language and Culture**  
University of Chahid Mustapha-Benboulad, Batna, Algeria  
Graduation Date: July 2023

**Hotel and Restaurant Management Certificate**  
EPSIMA Batna, Algeria  
August 2022

**License Diploma in English Language**  
University of Chahid Mustapha-Benboulad, Batna, Algeria  
Graduation Date: June 2021

**Bachelor's Degree in Foreign Languages**  
School of Bachir El Ibrahimi, Batna, Algeria  
Graduation Date: June 2018

## Work Experience

**Receptionist**  
Hotel Chaker, Batna, Algeria  
September 2022 - December 2023

- Welcome guests and help them settle in.
- Inform and direct visitors, whether on the phone or physically.
- Managed incoming calls, transferring them to the appropriate departments, and assisting customers with their needs and questions.
- Coordinated appointments, meetings, and conference room bookings.
- Maintained a clean and organized reception area, ensuring a positive first impression for visitors.
- Provided administrative support, including data entry and document preparation.
- Excellent interpersonal communication skills (Verbal and written).
- professionally serving customers and providing friendly, knowledgeable assistance.

**Lead Organizer Volunteer, International Mental Health Day, Batna, Algeria October 10, 2023**

Assisted with special events and programs.

Supported engaging, fun, and smooth-running events by helping with organization and planning.

Used strong interpersonal communication skills to convey information to others.

### **Teacher's Assistant**

Ausbildung Academy, Batna, Algeria

April 2022 - July 2022

- Assisted in teaching English language and culture courses.
- Provided support to students and helped with classroom activities.
- Helping teachers create lesson plans.
- Working with small groups of learners to enhance the learning process.

## **Skills**

- PC proficiency in word processing, spreadsheets, and presentations.
- Microsoft Office Suite: Word, Excel, PowerPoint, Outlook, OneNote, OneDrive.
- Social Media Management.
- Customer Management.
- Ability to work under pressure.
- Security Awareness.
- Team Collaboration.
- Leadership Competency.
- Multilateral.

## **Languages**

- Arabic (Native language)
- English (Fluent speaker)
- Spanish (High level)
- French (Advanced level)

## **Hobbies and Interests**

Journaling.

Foreign languages learning.

Do fitness training.

Graphic design.