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|  | **Shady Aboumoustafa**  Saudi Arabia, +966 501 210 446  Bahrain, +973 39274276  [shadytamershadyt@hotmail.com](mailto:shadytamershadyt@hotmail.com)  Nationality: Bahraini |  |

**Hotel Management & Operations**

I aspire to have a strong positive effect on my company and establish a coherent and consistent leadership for moving the business forward by developing distinctive work environment; spearheading innovative strategic thinking; managing company resources productively; directing the people development and deployment process; building a dynamic organisation; and overseeing day-to-day operations. My career in the hospitality industry started in Hilton which has a supportive culture for progression. This early experience inspired me to embody, preserve, promote and transfer the 6 Hilton values (Hospitality, Integrity, Leadership, Teamwork, Ownership and Now).

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| **Superior People Skills** | **Deep Organizational and Operational Skills** | **Effective Leadership Skills** | **Solid Financial Skills** |
| **To** keep guests and employees satisfied and effectively manage all stakeholders.   * Ability to work under stress while maintaining integrity, professionalism, patience and understanding. * Cultural savviness to interact with a very diverse group of people from all over the world. * Aptitude to accommodate and/or handle distasteful personality types and unusual international traditions or requests. | **T**o understand, conceptualize and manage the daily responsibilities gained through entry-level employment in the industry and by education.  * Accounting * Human resource management * Cost control * Guest experience management | To boost employee morale, decisively resolve issues and assign responsibility to staff members.Team building, training and developing star performersEmployee-guest relationships supervisionTeam conflict resolutionProductivity improvement | To consider the financial ramifications when resolving customer complaintsAbility to read and understand financial reports bank deposits, cash outs, accounts payable/receivableRevenue management |

**Professional Experience**

Hilton Worldwide, Saudi Arabia

**Operations Manager**, June 2019 – present

Hilton Worldwide, Saudi Arabia,

**Front Office Manager**, July 2017 – June 2019, https://hiltongardeninn3.hilton.com/en/hotels/saudi-arabia/hilton-garden-inn-al-khobar-DHAAKGI/index.html

Main achievements:

* Selected, trained and tirelessly coached a capable front office team. Currently directly supervising 12 team members.
* Ensured that senior team members quickly became able to deputize and deal with different challenging scenarios.
* Lead the team to focus on gaining insight into guest experience and working smarter for service recovery.
* Held an integral role in accomplishing high guest satisfaction scores.
* Facilitated timely opening of the hotel by stepping up to cover several key leadership roles such as sales, marketing, revenues and housekeeping.
* Established and strengthened to optimize operations and work slow.

As a Front Office Manager, regardless of hotel brand my roles and responsibilities were pertinent to making sure that the Front Office runs smoothly and effectively. Additionally, managing and training the Front Office staff and ensuring that we provide a professional and friendly service for guests while acting as liaison between General Manager and team members.

Millennium Plaza, Qatar, https://www.millenniumhotels.com/en/doha/millennium-plaza-doha/

**Front Office Manager**, Jan 2017 – July 2017

Hilton Worldwide, Saudi Arabia,

**Front Office Manager**, Nov 2015 – Dec 2017

Best Western Doha (former), Qatar

**Front Office Manager**, Nov 2014 – Oct 2015

Hilton Alexandria Green Plaza, Egypt, https://www3.hilton.com/en/hotels/egypt/hilton-alexandria-green-plaza-ALYGPHI/index.html

**Assistant Front Office Manager,** Feb 2012- Dec 2013

**Executive Floor Manager,** 2010 – 2012

**Night Manager,** 2008 – 2010

**Senior Front Desk Agent,** 2006 – 2007

**Shift Leader,** 2005 – 2006

**Room Clerk**, 2004

**Operator**, 2002

**Education and Credentials**

Faculty of Tourism and Hotels, University of Alexandria, 1999

**Training and Certification**

The secret of the positive energy, 2013

Train the trainer, 2012

House Keeping Cross Exposure training at Hilton Alexandria Green Plaza, 2011

Zero Defect Course, 2010

Claviga Sales Course at Hilton Alexandria Green Plaza, 2009

Train the Trainer. Skills Training Course at Hilton Alexandria Green Plaza, 2008

**Languages:** Arabic (Mother Tongue), English: fluent, French: fluent and Greek: conversational

**References: upon request**