

Ouiam Hammoudi

Personal Information



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Doha, Qatar



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Nationality : Algerian

DOB: 11/02/2000

Objective Statement: To secure a challenging position in the marketing and events industry, utilizing my strong academic background, creativity, and interpersonal skills to contribute to the success of a dynamic organization.



Education

- ✓ High School Bac (Science). (Technical High School)
- ✓ Bachelor's degree in Marketing. (Ferhat Abbas University)
- ✓ Master's degree in Marketing. (Ferhat Abbas University)



Skills

- Communication Skills. • Customer Service. • Creative Thinking • marketing sense.
- Adaptability • Graphic Design • Flexibility • MOS • Languages • Listening • Fast Learning • Patience • Leadership



Work Experience

➤ Events Executive (Sales and F&B) @Rotana City Center Hotel- Doha, Qatar | 2 Months

- Prepare the entertainment approval Form for the food Tasting and guests Meeting.
- Answer internal and External calls.
- Take an appointment with the expected Guests.
- Handling Client Feedback and complains and gain the guest loyalty .
- Plan your Daily Activities by checking the email and then done it .
- Open Block in Opera and fill in all the information .
- Open a new profile for a new company and update the information.
- Prepare BEO and focus on the details of each event after following up with the guests and their needs.
- Handle Social event.
- Prepare Proposal to send it to the guests and Contract after confirming.
- Meeting the Guest before, during and After the Event.
- Asking quotations from Third party we work with and choose the suitable one for the company.

- Dealing with angry guest and exceed their Expectations.
- Supervising the Stuff, third party and the casual stuff, giving instructions about the timing.
- Checking on the guest the day of the event and following up with them and getting their feedback.

➤ **Guest Services and Business Center @Rotana City Center Hotel- Doha, Qatar | Septembre2022-Present**

- Receive each guest call in a professional and friendly manner.
- Maintain effective communication with all departments to ensure smooth service delivery.
- Handle every query in a polite and courteous manner and always strive to exceed guest expectations.
- Ensure Guests are greeted by name upon calling as per Rotana Standards.
- Maintain an up to date knowledge of the Hotel and local services.
- Maintain an awareness of Guest profile through the Opera Property Management Software.
- Complete management's long distance call vouchers and record them on a traffic sheet.
- Maintain the Guest wakeup call sheet and deliver wake up calls accordingly on time and as per Rotana Standards.
- Ensure the proper operation of the switchboard, resulting in fast and efficient transferring of internal and external calls.
- Take messages for Guests and Colleagues as per Rotana Standards.
- Prioritize and perform accordingly to ensure that data's are handled immediately with speed and efficiency.
- Maintain a systematic and organized filing system and regularly check, update and reorganize cabinets when required.
- Develop of thorough knowledge of room rates, room locations and type of rooms.
- Attend daily briefing and provide feedback on the shift's occurrences.
- Operate in a safe and environmentally friendly way to protect guests' and employees' health and safety, as well as protect and conserve the environment.
- Comply with the hotel environmental, health and safety policies and procedures.

➤ **Events and Marketing Executive @Almanara Hotel- SETIF, ALGERIA | Training**

- Prepare and type events team's offer letters, update the sales database system and ensure it is reviewed and properly checked before handing it for signature.
- Compose letters, memos, faxes and other mail on behalf of the Director of Sales and other executives.
- Maintain a prompt and accurate follow up and trace system for all correspondences.
- Handle all incoming calls and guest's inquiries in the absence of the sales team and channel to the concerned if the inquiry requires immediate action.
- Ensure that the sales month end report is accomplished and submitted on time.
- Ensure that all correspondence and offers related to the sales team goes out within maximum of 24 hours.
- Communicate well at all levels dealing with the various administrative demands placed by the pressurized working environment.
- Ensure that all equipment is in proper working order and cultivate care for all equipment used.

➤ **Personal Assistant @ Al Chark Hotel - Algeria | 2019-2020**

- Check in and the Check out.
- Physical check for the rooms after the checkout.
- Managing Different social Media, posting and responding to comments and inquiries.
- Responding to email in a professional Manner.

- Scheduling the Appointments.
- Handover to the colleagues.



Achievements

- Graduating as the first one in my promo in my two years of master.
- Cross Training in Sales and Banquet.
- Winning the Best Poster Award for Eating Disorders
- Certificate of participation in the World Cup period.
- Certificate of Appreciation from the Dean of Farhat Abbas University for issuing an awareness book.
- Online Courses (Managing Digital Products, the power of taking the decision ,Excel ,Hospitality Management ...)
- Qatar Host Certificate.
- Cross Exposure (Revenue Department)
- Treasure Time Training.
- Leadership Training
- Committing To Excellence Training and Certificate.
- Excellence Service Reward.
- The winner Of Pink October Door Decoration. (Digital Posters) + (Creativity)



Additional Skills

- Working under pressure.
- Ability to Learn.
- A likable personality.
- Dependable person with great time management.
- Energetic and eager to learn more skills and new things.
- Proficient in Microsoft Office such as Word, Excel and PowerPoint and Opera.
- Graphic Design (Advanced In Canvas and Video Editing)

Languages

- Arabic : Native
- English : Advanced
- French : Advanced

Personal Interests

- writing
- Sports
- Traveling
- Painting
- Reading
- Gardener



References

Miss Mia Majidova : Ass.Director of Hr ,77435227
 Marilu Gomez : Guest Service Manager -66060982
 Deepinder Bhasin :Hr Officer -50683408

