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Professional Summary

A dedicated and hardworking professional with a Bachelor's degree in Tourism Management and experience in sales and customer service. Demonstrates a strong ability to work both independently and collaboratively in a team environment. Possesses excellent problem-solving skills, a passion for continuous learning, and a commitment to delivering outstanding results. Highly organized, flexible, and efficient with strong communication skills and the ability to handle challenging situations effectively.

Education

Bachelor's Degree in Tourism Management

Faculty of Tourism & Hotels, Al-Zaim Al-Azhari University, Republic of Sudan
Graduated: March 27, 2019

- **Specialization:** Tourism Management
 - **Degree Classification:** Second Class - Division Two
 - **Key Modules:** Tourism Marketing, Hospitality Management, Cultural Tourism, Tourism Economics, Sustainable Tourism Practices
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Skills

- **Communication & Interpersonal Skills:** Excellent verbal and written communication abilities in both Arabic (native) and English (intermediate), facilitating effective interaction with clients, colleagues, and stakeholders.
- **Teamwork & Collaboration:** Proven ability to work as part of a diverse team, contributing to collective goals and fostering a cooperative work environment.
- **Problem-Solving & Decision-Making:** Strong analytical skills to identify issues, evaluate options, and implement effective solutions.
- **Adaptability & Flexibility:** Capable of adjusting to changing situations and managing multiple tasks in fast-paced environments.
- **Customer Service Excellence:** Experienced in providing exceptional customer service, ensuring a positive experience for clients.

- **Technical Proficiency:** Proficient in Microsoft Office Suite (Word, Excel, PowerPoint) and general computer skills.
 - **Time Management & Organization:** Skilled at prioritizing tasks, managing time effectively, and meeting deadlines.
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Professional Experience

Security Guard

AL MIRQAB SECURITY SERVICES Doha, Qatar

18 December 2024 to date

- The Security Guard is responsible for ensuring the safety and security of people, property, and premises. This role involves monitoring and patrolling assigned areas, responding to security incidents, and enforcing rules and regulations to maintain a secure environment. The ideal candidate is vigilant, dependable, and capable of handling emergency situations calmly and efficiently.

Multifunctional Hospitality Staff (Assistant Cook & Waiter)

Mareb Kitchen, Doha, Qatar

August 2023 – August 2024

- **Assistant Cook:** Assisted the head chef in preparing various dishes, managing kitchen supplies, and maintaining hygiene standards.
- Prepared ingredients, cooked basic dishes, and ensured food quality and presentation met the restaurant's standards.
- Coordinated with kitchen staff to ensure smooth and timely service during peak hours.
- **Waiter:** Provided excellent table service, taking orders, serving food and beverages, and ensuring customer satisfaction.
- Handled multiple roles simultaneously, including kitchen prep and front-of-house service, demonstrating flexibility and multitasking abilities.
- Maintained cleanliness and organization in both the kitchen and dining areas, contributing to a pleasant dining experience for customers.

Sales Executive

General Work, Sudan

- Conducted market research to identify potential customers and trends, contributing to targeted sales strategies.

- Engaged with customers to understand their needs and provide tailored solutions, enhancing customer satisfaction and loyalty.
 - Achieved monthly and quarterly sales targets consistently through proactive selling and excellent customer service.
 - Handled customer complaints and resolved issues efficiently, ensuring a high level of customer retention and positive feedback.
 - Collaborated with team members to develop promotional strategies, driving increased sales and market penetration.
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Certifications & Training

- **Tourism Management Certification:** Awarded by Al-Zaim Al-Azhari University, Faculty of Tourism & Hotels, for successful completion of the Bachelor's degree in Tourism Management.
 - **Engineering Operations Certification:** Graduate of the Corps of Engineers Institute, Sudan, focusing on operational logistics, project management, and engineering fundamentals.
 - **Health Certificate - Food Handler Services**
Issued by the Ministry of Public Health, State of Qatar - Medical Commission
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Languages

- **Arabic:** Native
 - **English:** Good
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References

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