

YOUSEF HEDIA

+420 771165722 @ YousefHedia949@gmail.com Website/Link

Novodvorská 5 , Brno , Czech Republic



EDUCATION

Bachelor Of Laws 09/2015 - 08/2019
[Ain Shams University \(Cairo, Egypt\)](#)

EXPERIENCE

Entertainment Specialist 2017 - 2018
[Sun Rise Royal Makadi Resort](#) Hurghada, Egypt

- Led efforts to conceive, develop and execute thematically aligned entertainment programming.

Guest Relation Employee 2018 - 2019
[Serenity Makadi Beach Hotel](#) Hurghada , Egypt

- Handled guest complaints and offered complimentary services to maintain high guest satisfaction rates

Assistant Entertainment Manager 2019 - 2021
[Jaz Hotel Group](#) Hurghada, Egypt

- Supervised and delegated tasks to a team of 15 people.
Worked with customers to understand needs and provide excellent service.
Handled customer complaints with empathy and composure.

Front Desk Associate 2022 - 03/2023
[Marriott Courtyard Hotel](#) Brno, Czech Republic

- Answered calls, responded to emails, and spoke with clients face-to-face.
Accurately handled large amounts of money on the cash register.
Processed a range of documentation and entered information into databases.

SUMMARY

- Administrative functions, leading teams and coordinating facility services.
Smooth and efficient multitasker and planner.
- Self-motivated, team player with strong organizational and interpersonal skills.
- Always looking to learn new skills, take on extra responsibilities, and grow professionally.

LANGUAGES

Arabic Native ●●●●●

English Proficient ●●●●●

Czech Intermediate ●●●●●

German Intermediate ●●●●●

SKILLS

Microsoft Skills ·
Customer Needs Analysis

Quick learner · Self Motivation ·
Lead Qualification