



HOSSAM ALI ELEMAM

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+201096109651
Mail:emam98183@gmail.com

Personal Detail:

Date of Birth: 08 June 1977

Marital Status: Married

Nationality: Egyptian

Driving License : Valid. UAE

Visa Status: Visit

Languages Known: -

- Arabic
- English
- Italian
- France

Interests:

Reading,
Music,Traveling,Sports& Games.

ReferenceWillbeprovided
basedonrequest.

Achievements:

- Employee of the Month
- Star Award received

CAREER OBJECTIVE

To Apply my specialized knowledge & skills in a challenging position whereby my interest and talent can be utilized and developed, in order to benefit the company and assist in my career development within the organization and to seek a job that gives me a chance to express myself.

Academic Qualification :

Alexandria University: B.A. Degree in hotel management

Executive Summary:

Job Profile 1: Customer Support Representative:

Organization :UAE Exchange LLC

Nature of Business: Teller Supervisor

Address : Post Box :P.O.BOX213735, DUBAI, U.A.E

Duration: From 16-April-2016 to Present

Designation: Customer Support Representative.

JOBRESPONSIBILITIES:-

- Handling Day to Day operations in Branch.
- Making of all the transaction related to Telegraphic, SWIFT and Western union transfers and Xpress money (Both send and receive) in the branch. (All international bank transfers to different countries)
- Handling cash acceptance and making payment to the customer, foreign currency handling .
- Handling cheque remittances transaction and doing authorization.
- Handling WPS (WAGE PROTECTION SYSTEM) in accordance with Central bank of UAE guide lines set for exchange house. That includes timely payment of salary for more than 50 companies at branch level.
- Responsible for cross selling activities.
- Handling cash inter branch transfers.
- Responsible for KYC and Anti Money laundering set up UAE Central Bank.
- Responsible for the profit and loss of the branch.
- Accepting credit card payments and agent collection, ticket payment, school fees and other utility payments.
- Cross selling product is Go cash card, NRE accounts, FC Currency sale Gold Card, FGB and Etc.
- Monthly submission of sales report to head office.

CURRENT ADDRESS:

HOSSAM ALI ELEMAM
2st FLOOR, 303

Dubai

Job Profile 2 : Housekeeping Supervisor

Organization : Concorde El Salam Hotel Cairo

Nature of Business : Housekeeping Supervisor

Address : Gesser al suez st, Heliopolis ,Cairo,Egypt

Duration : From 2005 to 2015

JOB RESPONSIBILITIES:-

1. Supervise employees in the daily process of cleaning vacant and stayover guest rooms.
2. Ensure all common areas are clean and represent the standards of the hotel.
3. Train new employees on the duties and responsibilities of the department.
4. Evaluate team member performance and adjust training based on the needs of the hotel.
5. Quickly resolve guest complaints and concerns, ensuring their stay is enjoyable and they are our priority - securing return stays when guests are in the area.
6. Inspect all vacant ready and cleaned rooms daily to ensure corporate standards are met or exceeded at all times, offering the best possible presentation to our guests.
7. Work closely with the front desk, department executives, maintenance, and general manager to address issues and concerns.
8. Maintain positive control of all hotel supplies/equipment, minimizing theft and misuse.
9. Responsible for inventory control items in guest rooms. Replace/repair as needed

Job Profile 3 : Hotel Receptionist.

Organization : Maritt Village Group

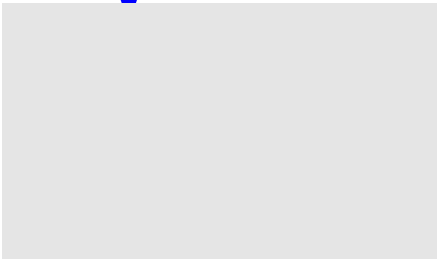
Nature of Business : Receptionist

Address : Hurghada, Red Sea, Egypt

Duration : From 2001 to 2005

JOB RESPONSIBILITIES:-

- Greet hotel guests; answer any questions or concerns
- Provide an outstanding guest experience
- Maintain an orderly front desk
- Operate computer programs and multi-line phone systems
- Maintain guest records and book reservations

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- **Complete basic cashier and bookkeeping responsibilities**
 - **Contact necessary staff to solve problems when challenges arise, ensuring guest comfort .**

Personal Assessment:

- Hardworking and dedicated and having a friendly disposition.
- Ability to plan and formulate strategies.
- Ability to implement strategies by using or adapting tactics.
- Ability to adjust to and work with teams.
- Flexible and versatile to adapt to any new environment and work on any project.
- A quick learner, self-started with a flair for building relationship based on professional respect, faith and trust.
- Set standards and goals for my own performance, monitor, evaluate and continuously improve them. Information Technology, Using Information Technology.
- Problem Solving Critical Thinking, Planning and Organizing, Reviewing and Evaluating.
- Good Communication and Analytical skills.

Technical Skills :

Microsoft Office and Windows-based computer applications.
Tally 7.2 & 9.0 version

Declaration :

I declare that the information whatsoever have been provided in above CV is true and accurate of the best of my knowledge. I hope you will consider my application and give me an opportunity to serve under your kind control.

Thank you

Hossam ali elemam

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