

Hany Haroun

✉ haroun18289@gmail.com ☎ +971559290183 📍 Sharjah UAE, Al Qasmia 📅 18/02/1989

🇪🇬 Egyptian in www.linkedin.com/in/hany-haroun-415939220 📞 <https://wa.me/qr/GLNAV07SL376G1>

Professional Experience

The Cascades Hotel Golf Resort & Thalasso SPA

Receptionist Supervisor

Greeting and directing guests, managing check-ins and check-outs, and providing assistance to guests. Customer service standards are met and that all guests have a positive experience.

02/2021 -

10/2023

Hurghada, Red Sea, Egypt

Receptionist

Schedule appointments and manage customer bookings. Process payments and handle cash transactions. Maintain customer records and update customer information in the database.

07/2016 -

02/2020

Hurghada, Red Sea, Egypt

Caribbean World Resort Soma Bay

Reservation Agent

Advising and Assisting customers who might be choosing from a various travel options. Making reservations for customers depending on their requirements and budgetary allowance, using Opera system.

07/2015 - 07/2016

Hurghada, Red Sea, Egypt

Education

Hight School Diploma

Awlad Elias School

English, history, science, and math.

Asyut, Egypt

Skills

Team leadership

Customer service

Sales skills

Analytical skills

Problem Solving

Communication

Team work

Microsoft Office

Languages

Arabic (Native Language) • English (14 using English language)

Certificates

Certificate of Sales
comprehension

Level 2

Hospitality Skills
Development

Marine Immersion Training
Certificate