Curriculum Vitae

Personal Information

Name: Hamza Mohammed Abdulmoula Al-Juhani
Position: Front Office / Receptionist / Sales Officer
Phone: 0543430147
Email: Hammzawe@gmail.com
Address: Al-Aziziyah, Madinah, Saudi Arabia

Profile Summary

A graduate of Laureate International College for Tourism and Hospitality, holding a Diploma in Business Administration. I have over eight years of experience in customer service, sales, and hospitality, including six years as a Sales Representative and three years as a Hotel Receptionist. I possess strong communication and organizational skills, proficiency in hotel management systems (Opera, Shomoos), and the ability to work efficiently in a team-oriented environment while maintaining high service standards.

Education

Diploma in Business Administration
Laureate International College for Tourism and Hospitality – 2017

Work Experience

Dunia Al-Aswaf Company
Sales Representative
(5 years and 6 months)

- Assisted customers in selecting clothing items and ensured excellent service.
- Organized and maintained store displays to attract customers.
- Handled cash register and completed sales transactions accurately.
- Worked as part of a team to achieve sales targets.

Amjad Al-Falah Al-Thahabiya Company
Receptionist
(3 years)

- Welcomed and assisted hotel guests professionally and courteously.
- Managed check-in and check-out procedures efficiently.
- Handled room assignments, special requests, and pre-bookings.

- Operated **Opera PMS** and **Shomoos** hotel systems.
- Ensured guest satisfaction and resolved issues promptly.

Training & Courses

- English Language Course – through *Hadaf* Program
- Computer Skills Course
- Crowd Management Course
- Executive Leadership Course

Skills

- Excellent customer service and communication skills
- Proficient in **Microsoft Office (Word, Excel, PowerPoint, Outlook)**
- Teamwork and multitasking abilities
- Strong organizational and problem-solving skills
- Fluent in English and Arabic
- Skilled in **photography** and creative presentation

Languages

- **Arabic:** Native
- **English:** Proficient

Hobbies & Interests

- Photography
- Swimming
- Fishing