



# CURRICULUM VITAE

## Guest Relation Executive

### Profile:

*I am very energetic, positively minded and friendly. I am very motivated, dedicated and willing to go the extra mile. Capable of working under pressure while adhering to company regulations. Adapting quickly to new challenges while staying focused. I possess not only excellent communication Skills, but managerial and decision-making ones as well. Besides to my language's asset (Arabic, French, English, Amazigh).*

## EXPERIENCES

### PERSONAL DATA:

**First Name:** MOHAND-OU-KACI

**Last Name:** AKLI

**Date of Birth:** 25.12.1993

**Address:**

Al Qusais 3, Damascus Street, Dubai

**LinkedIn:**

[www.linkedin.com/in/mohand-oukaci-akli](http://www.linkedin.com/in/mohand-oukaci-akli)

**E-Mail:**

[aklimohandoukaci@gmail.com](mailto:aklimohandoukaci@gmail.com)

**Mobile Phone:**

+971 55 223 5691

**Nationality:** Algerian

**Marital Situation:** Single

**Driver's License:** Light Vehicle

### LANGUAGES:

French, English, Arabic, Amazigh.

### SPORT:

Chess, Swimming, Hiking, Paragliding.

### HOBBIES:

Member of an Environmental Association.

Member of a Cultural Association.

Traveling (Discovering New Horizon).

Volunteering (Altruist).

#### ➤ 02/2018 - 12/2018 (10 MONTHS)

**Sales Coach and Marketing Team Member with Forever Living Products.**

- Advertise and sell the products for customers in more than 170 countries.
- Listen and detect customer's needs in order to advise them the suitable product.
- Recruiting people & helping them grow their own business.

#### ➤ 08/2017 - 08/2018 (1 YEAR)

**Sales representative in Prêt a Porter boutique (clothes shop) in Algeria.**

- Working as part of the sales team providing excellent customers services.
- Identifying and then researching potential leads and opportunities.
- Matching the customer's need to the right product.
- Writing accurate & informative sales reports and documentations.
- Willing to approach customers and able to close a sale.

#### ➤ 06/2017 - 07/2017 (1 MONTH)

**International practical internship in Solar Energy "Solar Power" in Cairo, Egypt.**

I was in charge of meeting customers, discuss about their project, advertise them, gathering information about their project then realize an AutoCAD draft to show them the result.

#### ➤ 01/2016 - 12/2016 (1 YEAR)

**Guest Relation Executive in Hotel Mercure Bab Ezzouar, Algeria.**

- Supervises and manage employees, as well as day-to-day operations.
- Coordinate guest's activities, special requests, city information & orientation.
- Create, maintain, save guests data & information for future marketing.
- Deal with guest's complaints in a professional & timely manner.
- Monitor online reviews and work on complaints so that to maintain high score.
- Ensure employees understand customer service expectations and parameters.

#### ➤ 06/2015 - 08/2015 (3 MONTHS)

**Party Halls Summer Job as Events Coordinator in Algeria.**

Welcoming guest and greeting them, managing the cleanliness of the Hall.  
Report at the end of the days everything for the manager.

## TRAINING / QUALIFICATIONS

➤ **28/09/2018 - 02/03/2019**

**IATA Foundation in Travel and Tourism Courses.**

Acquire essential knowledge and skills to work in the Airline travel and tourism industry and become an effective travel professional. Provide advice on flight, accommodation and tour products, and how to ensure travelers fulfill necessary travel requirements. Improve your customer service and sales skills in order to better advise travel customers about when and where to travel based on their needs. Learn to use a global distribution system to create and manage reservations.

➤ **09/2013 - 06/2017**

**3rd Year License Automatic "University Mouloud Mammeri" in Algeria.**

➤ **09/2010 - 06/2013**

**Bachelor in Mathematical Technique option Electrical Engineering  
"High School Colonel Mohand Oulhadj" in Algeria.**

➤ **07/2004 - 03/2005**

**Part exchange Primary School in Montreal, Canada.**

## INFORMATIVE TECHNOLOGIES

- ✓ Qualified Seizure Agent + Computer Maintenance.
- ✓ Microsoft Office (Word, Excel, Publisher, PowerPoint).
- ✓ Online Marketing, Research, Advertisement.
- ✓ Photo/Video Editing.
- ✓ Familiar with: Scanners, Printers, Internet, Data-Show.

## FURTHER TRAININGS

- ✓ Training on the management, treatment and recovery of solid waste.
- ✓ First Aid Training "Algerian Red Crescent".
- ✓ Coaching "American International Center for Training".

I hereby certified that the above information contained here are true and correct to the best of my knowledge.

Mohand-Ou-Kaci AKLI