

# AHMED ELTAHAN

Secretary - Receptionist



## ABOUT ME

A real estate secretary and sales in Qatar, responsible for welcoming guests , answering calls and messages, arranging appointments and the weekly meeting, following up on depositing cheques in bank , and marketing real estate units of all kinds efficiently, following up on all government procedures for printing and documenting contracts. I also worked directly after graduation in the field of tourism in Sharm El Sheikh as a receptionist, where The point of direct contact with guests, providing all information and following up on guests' requests and inquiries.

## EXPERIANCE

2016 - 2024 **Aqarati For Real Estate investment**

Secretary

- welcome guest in our company .
- Answer and direct phone calls , respond to emails .
- Taking notes during meetings and follow up .
- check deposite cheques in bank .

2012 - 2016 **Isalnd Garden Resort - Sharm elshiekh**

Receptionist

- Greeting guests in and out.
- answer phones and check emails .
- helping guests organise thier stay .
- Confirm guest booking and thier requests

2010 - 2012 **SunRise Island View Resort - Sharm elshiekh**

Telephone operator

- Directs call to guest rooms , staff or departments through the switchboard .
- Recieves guests messages and deliver the same to the guest .
- logs all wake up call requests .

## EDUCATION

FACULTY OF TOURISM AND HOTEL

- Degree: Good - 2010

## SKILLS

- Good communication .
- Attention to detail.
- Customer service skills .
- Working under pressure .
- Good listening .
- Organization .
- Empathy

## LANGUAGE

- English very good
- Italian good
- Russian hotel language

## CONTACT

ahmedthan13@yahoo.com

+201061418161 - +201551615227

Egypt - Elbehira - ShoubraKhet



*Experience Certificate*

The Management of Sunrise Resorts & Nile Cruises

Is certify that Mr. / Mrs. **Ahmed Shaban Ibrahim Ahmed**

Has been employed by **Sun Rise Island View**

**In Position** Tele .Operator

**At Department** Front Office

As of 01/10/2010 **Till** 10/01/2012

And he / she is no way liable to the hotel.

This certificate was issued as per the employee's request without any responsibility upon the hotel

**Date** 11/01/2012



For   
**Director Of Human Resources**

مدير إدارة الموارد البشرية

**شهادة خبرة**

تشهد إدارة شركة صن رايز للمنتجات و المراكب النيلية

بأن السيد / السيدة : أحمد شعبان إبراهيم أحمد الطحان

كان يعمل / كانت تعمل في فندق صن رايز آيلاند فيو

بوظيفة / موظف تليفونات

بإدارة / المكاتب الأماميه

اعتباراً من 01/10/2010 إلى 10/01/2012

و قد أختلى طرفه / أخلت طرفها من كافة المتعلقات الخاصة بالفندق

و تحررت هذه الشهادة بناءً على طلبه / طلبها دون أدنى مسئولية على الفندق

تحريراً في 11/01/2012



# Experience Certificate

This is to certify that

Mr. Ahmed Shaban Ibrahim Ahmed has worked with us  
in Island Garden Resort Sharm El Sheikh

From 01/10/2012 till 30 /11/2013

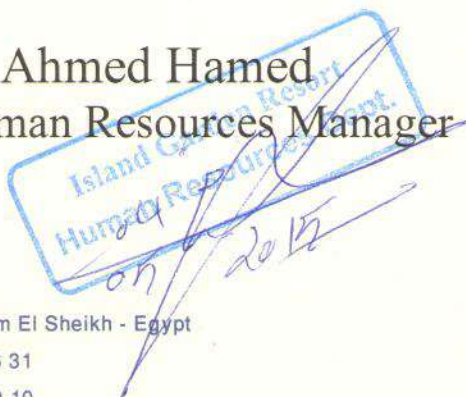
**AS**

**Guest Service Agent  
Front Office Department**

During this period his performance was excellent and  
commendable. We do not hesitate to recommend  
him to any employment.

This certificate has been issued to him upon his request to be  
presented To Whom It May Concern.

Ahmed Hamed  
Human Resources Manager



# *Experience certificate*

This is to certify that

Mr: Ahmed shaban Ibrahim El tahan

has worked with us in Tirana Egypt Island Garden

Sharm El Sheikh

From 01/01/2014 till 31/3/2016

**AS**

**Guest Service Agent**

**Front Office -Department**

During this period his performance was excellent and commendable, we don't hesitate to recommend him to any employment.

This certificate has been issued to him upon his request to be presented To Whom It May Concern.

Sharm El Shiekh on :31/3/2016

Ahmed Hamed

Human Resources Manager





## شهادة خبرة

تشهد مؤسسة عقاراتي للاستثمار العقاري والسياحي - قطر - الدوحة بان السيد / احمد شعبان ابراهيم الطحان قد عمل لدينا بوظيفة سكرتير من الفترة ٢٠١٦/٠٥/٠١ الى الفترة ٢٠٢٤/٠٢/٢٢ وقد كان خلال فترة عمله بالمؤسسة يقوم بكافة الاعمال الموكلة اليه من إستقبال العملاء وادارة العقارات والشقق الفندقية والتسويق للوحدات الخالية وكتابة العقود وتحصيل الايجارات وايداعها بالبنك ومتابعة شكاوى العملاء والعمل على حلها بسرعة وكفاءة.

وقد استخرجت هذه الشهادة بناء على طلبه دون أدنى مسؤولية على المؤسسة .

مؤسسة عقاراتي



# American Hotel & Lodging



## Educational Institute

upon the recommendation of the

Certification Commission

hereby recognize

Ahmed Shaaban Ibrahim

as a

Certified Hospitality Department Trainer

attesting to successful completion of the knowledge and experience requirements, thereby reflecting a commitment to maintaining the highest standards of competence as a hospitality professional.

PROFESSIONAL  
CERTIFICATION



*Traugh Dumetia*

Chairman, Certification Commission

July 26, 2011

Issue Date

*Robert L. Steele III*

President & COO

Indefinite

Expiration Date

# The Educational Institute



of the American Hotel & Lodging Association

Awards this certificate to

*AHMED SHABAN IBRAHIM*

For successful completion of

**Front Office Skills Development**

attesting to successful completion of the knowledge and experience requirements, thereby reflecting a commitment to maintain the highest standards of competence as a hospitality professional



Ministry of Tourism



Egyptian Tourism Federation

President, Educational Institute

**Indefinite**

Expiration Date

Chairman, Egyptian Tourism Federation

October 2011

Issue Date



## Certificate of Appreciation

The Management of :

**Island Garden Resort**

Has selected **Ahmed Shaban Ibrahim**

Employee of the month March 2013

Wish you all the best and success

.....  
Human Resources Manager

Ahmed Hamed

.....  
Regional Director of Operations

Wasfi Kamal El-Din

28/03/13



Sharm El Sheikh, on 23/06/2011

## Appreciation Letter

The Management of Sunrise Resorts & Cruises has the great pleasure to appreciate, MR: **Ahmed Shaban Ibrahim**

In The: Front Office Department ( Island View )

For the deserved recommendation to be the employee of the month of ( June 2011 ) on behalf of his department according to your outstanding efforts and faithfulness.



Wasfi Kamal El Din

Area General Manager

23/06/11  
Sun Rise Hotels SSH



Alex. University



Faculty of Tourism & Hotels

**PUBLIC SERVICE UNIT  
FACULTY OF TOURISM & HOTELS  
ALEXANDRIA UNIVERSITY**

# CERTIFICATE

This is to certify that : *Ahmed Shaban Ibrahim El Tahan* has attended

*Ticketing Basic Course* , from 7/3/2010 to 3/4/2010.

*Egypt Air Ticketing Supervisor  
Gleem Office*

*TAREK MEDANY  
Tarek Ibrahim Medany*

*Executive Manager  
of Public Service Unit  
Galila Hassan  
Prof. Dr. Galila Hassan*

*Head  
of Public Service Unit  
Mahmoud  
Prof. Dr. Mahmoud Hamz*





CENTRO CULTURALE ITALIANO « DANTE ALIGHIERI »

**CORSI DI LINGUA E DI CULTURA ITALIANA  
ALESSANDRIA R.A.E.**

il Sig. Ahmed Shaban di nazionalità egiziana  
nato ad Alessandria iscritto al Corso di Lingua Italiana  
nel Periodo Luglio - Ottobre 2008  
ha frequentato con assiduità, diligenza e profitto il terzo corso  
di Lingua Italiana  
Alessandria li 3 Febbraio 2009



IL DIRETTORE  
Alessandro Monti  
ALESSANDRO MONTI

CENTRO CULTURALE ITALIANO « DANTE ALIGHIERI »

**CORSI DI LINGUA E DI CULTURA ITALIANA  
ALESSANDRIA R.A.E.**

Il Sig. Ahmed Shaban Ibrahim di nazionalità egiziana  
nat. a Shobrakheit iscritt. al Corso di \_\_\_\_\_  
lingua italiana  
nel Periodo febbraio - maggio 2010  
ha frequentato con assiduità, diligenza e profitto \_\_\_\_\_  
il sesto corso  
\_\_\_\_\_ li 2010 \_\_\_\_\_ 2011.



IL DIRETTORE  
Alessandro Monti  
ALESSANDRO MONTI