



Osama Malkawi

PROFESSIONAL ABSTRACT

CAREER OBJECTIVE

Seeking a challenging position with progressive organization, where there is an opportunity for growth and creativity.

CONTACT INFORMATION



Amman, Jordan



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PERSONAL INFORMATION

- Gender: Male
- Nationality: Jordanian
- Driving License: Valid

CORE COMPETENCE

Time Management

Communication Skills

Customer Services

Critical Thinking

SOFT SKILLS

- Motivator
- Team Player
- Collaboration
- Communicator



- Extensive experience in Hospitality and administration field.
To work in an organization, which grows a dynamic environment of Excellence & achievement, always on the learning curve, I will work with Dedication and perseverance and strive to be a key contributor to the Growth of my organization and self.
- I consider my key attributes to be my strong work ethic, true passion, Dedication, organizational skills, a keen eye for detail, and my willingness To go the 'extra mile' to complete any task.

EDUCATION

-Master Degree

In Management & Leadership in Tourism Business, GPA (2.9)-Excellent. Mersin University (Turkey) | 2022.

-Bachelor Degree

In Social Science (Anthropology), Average 76.2%
Yarmouk University, Jordan | 2016.

EXPERIENCE

-Supervisor (Hospitality Management F&B)

FIFA (Qatar World Cup)

Sep 2022 - Jan 2023

Responsibilities

- Welcoming high-profile dignitaries, Royals, and celebrities during their Visits to the stadium with a smile.
- Physical and digitally validate Guest tickets.
- Ensuring that complaints dealt with efficiently.
- Ensure VIP guest arrival, departure and respond to their demands.
- Handle VIP guest's complaints and ensure overall satisfaction.
- Coordinate scheduling of entire staff in direct relation to business levels.
- Set up special amenity deliveries and leader host & hostess.
- Simultaneous translation from English into Arabic.

PROJECTS

- ▼ Feasibility study project for Five-star hotel in Antalya, Turkey
- ▼ Satisfaction in the tourism Sector in Jordan and Turkey.

WORK SKILLS

Presentable	CRM
Reporting	Adaptable
Teaching & Training	Relationship Management
Customer Care: CCRP	Business Development
Personal Management Style	Results oriented Decision-making

SOFTWARE SKILLS

- ✓ MS Windows XP
- ✓ MS Office
- ✓ Social Media

LANGUAGES

- ✓ Arabic
- ✓ English
- ✓ Turkish

REFERENCE

Available upon Request.

-Housekeeping Manager

Liva Hotel (Turkey)

Responsibilities

- Supervises housekeeping staff as duties performed.
- Supervises the duties and tasks of laundry staff.
- Stocks & maintains supply rooms; orders supplies according to a budget.
- Receives, processes, handles guest complaints regard to housekeeping.
- Ensures that rooms kept clean and free from hazards.

Mar 2018 - Apr 2022

-F&B Assistance Manager

Hilton (Turkey)

Responsibilities

- Monitor and manage guest complaints.
- Develop promotional and merchandising plans.
- Maintain training program for employees and departmental new hires.
- Prepare management reports on the activities of the department.

May 2020 - Apr 2022

-Professor Assistance (Hospitality & Tourism)

Mersin University

Responsibilities

- Setting up and planning semester's schedules.
- Prepare course syllabus and material to deliver.
- Arranging Exam's Schedule.
- Setting and marking examinations.

Sep 2019 - Sep 2022

-Sales Assistance Manager

Lcwaikiki

Responsibilities

- Greeting and provide high level of customer service.
- Explain the showroom Motors qualifications for the customers.
- Collect information about competitive brands and market trends.
- Ensure consistency in customer service and handle all complaints.
- Ensure sales team have the necessary resources to perform properly.
- Evaluate performance of staff.

Aug 2016 - July 2018

-Teacher

Eklil Al Jabal School

Apr 2015 - Mar 2017

-General Security Directorate

1 Year