

# Ghaita Hassani

## Supervisor

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Street 7046 Zone 91 BLD 49

Doha-Qatar

Skype: ghaita hassani

www.linkedin.com/in/ghaita-hassani-096952206



### OBJECTIF

Highly motivated and detail-oriented professional with over 15 years of experience in administrative roles in hospitality and other companies, seeking a supervisor position. Proven track record in managing teams, improving operational efficiency, and implementing effective administrative strategies. I am looking to leverage my leadership skills, multitasking abilities, and proficiency in various office software to ensure smooth operations and contribute positively to the company's growth and improved services.

### COMPÉTENCES

- Strong Customer Service
- Ability to work with minimal Supervision.
- Ability to work under pressure.
- Strong attention to details
- Leadership
- Teamwork
- Serious, Punctual, Reliability
- World, Excel, PowerPoint, Outlook, Gmail

### LANGUAGES

- Arabic : 
- English : 
- French : 
- Spanish : 

### EXPÉRIENCE PROFESSIONNELLE

#### Accommodation Services specialist

Feb.2023-Up to present

**Aspire Katara Hospitality** | Wukair-Qatar

- Supervise and coordinate activities of workers
- Ensuring that all aspects of the accommodation meet hygiene, health, and safety regulations.
- Assist cleaners in performing duties
- Recommend or arrange for additional maintenance services.
- Inspect maintenance and Cleanliness during the move-in staff
- Ensuring that remote HR administration tasks are efficiently conducted, safe upkeep of employee passports, receiving and distribution of QID and health cards.

#### Executive Admin & HR Assistant

Mar.2022 to Feb.2023

**The World Class Real Estate** | Lusail, Qatar

- Posting to the website of properties, regular property updates.
- Creating and maintaining good relations with external partners and clients, responding to telephone and email queries, scheduling appointments, and necessary follow-ups.
- Entering and updating clients' details into a database and relevant agents using a variety of software packages such as Microsoft and My CRM
- Preparing and amending necessary HR documents ( Payroll, Sick leave, attendance...)
- Manage and order office supplies.

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### **Administrative Assistant**

Jun.2021 to Jan.2022

**United Development Company** | The Pearl, Qatar

- General administration duties including (Emailing, Photocopying, Scanning, Lamination, and Printing)
- Organizing and attending meetings and taking minutes.
- Maintain and update Lease agreements, Tenants, CHQs information and save it in the CRM System.
- Check the supplies and requests according to needs (pantry & Stationary) and prepare the request through the Oracle System
- Filing and Archiving.
- Prepare présentations, spread Sheets and reports

### **Property Officer**

Jul.2018 to Apr.2021

**Rawand Hotels** | Viva Bahriya |The Pearl, Qatar

- Drafting Lease agreements (English/Arabic).
- Monitor and improve the conditions of cleanliness of a building and Facilities.
- Handle incoming mail and send emails to designated personnel or customers, and suppliers.
- Inspect maintenance and Cleanliness during the move-in/move-out of the tenants.
- Deposited the CHQs and the Cash in the bank and prepared the invoices for bank transfer payment.
- Liaise with legal, maintenance, accounting, and management departments as needed.

### **Secretary**

Feb.2015 – May.2017

**Al-Sultan Beach Resort** | Doha- Qatar

- Greeting the visitors and relay telephone calls and messages.
- Book travel and Hotel arrangements for the chairman
- Working in Hokoomi website: issue work visa, issue a new resident permit, Exit, Cancel PR
- Open and distribute regular and electronic incoming mail and other material and co-ordinate the flow of information.
- Type and proofread correspondence, forms, and other documents
- Drafting employment contracts & Job offers and typing and proofread correspondence forms and other documents

### **Secretary**

Apr.2012 – Feb.2015

**National Institute Fine Arts** | Tetouan – Morocco

- Screen phone Calls and Transfer the Messages
- Scheduling the meeting for the Admin team & Teachers
- Assisting the Committee in organizing the files for the entrance exam to the Institute
- Maintain physical and digital employee records.
- Update office policies as needed.
- Creating weekly, monthly reports
- Address employees' and clients', Students and Teachers queries (via email, phone or in-person)

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### **Assistant Housekeeping Manager /Floor Employee** **Paloma Hotel 4\* | Tetouan – Morocco**

Jan.2013 – Dec.2013  
(Part Time)

- Preparing the normal & VIP rooms and Assist with Scheduling of staff
- Ensure rooms standards are maintained.
- Inspect rooms and provide ongoing feedback to the team.
- . Maintain close working relationship with other departments especially the front office, food & beverage, and Spa.
- Collaborate with the maintenance department with any room and property deficiencies.

### **Librarian** **National Institute Fine Arts | Tetouan – Morocco**

Oct.2010 – Apr.2012

- Updating the Book-in system
- Taking care of the cleanliness of books and library and keeping books organized
- Ordering books, Journals, and other resources
- Cataloguing and keeping track of library materials.

### **Administrative Officer** **Chemical Concept | Tetouan – Morocco**

Jun.2008 – Oct.2009

- Control and organize office supplies stock and place orders.
- Manage important and confidential company documents.
- . Review and update office policies as needed.
- Manage correspondence (including Letters and Emails, Calls) and arrange travel and accommodation.

## **EDUCATION & DEGREES**

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### **Diploma of certified nursing assistant and social care management**

Jun .2024 | Doha – Qatar  
Learnovate Center

### **Assistant Housekeeping Manager**

Nov.2013| Tetouan, Maroc  
Specialized Institute of Hospitality Technology and Tourism Tamuda Bay M'diq

### **Floor Employee**

Jul.2012| Tetouan, Maroc  
Specialized Institute of Hospitality Technology and Tourism Tamuda Bay M'diq

### **Basic Studies Bachelor**

May.2008| Tetouan, Maroc  
Abdul Malik al Saadi University- Multidisciplinary college

### **Technician Diploma Administrative and Accounting Management Assistant**

Oct.2006| Tetouan, Maroc  
ITSN – Technical Institute of New Sciences

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### Baccalaureate

Jun.2004| Tangier, Maroc

Zineb Nefzaouia – High School

## CERTIFICATES

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### Professional Certification in Housekeeping & Chemical Handling | Hospitality Industry

Feb.2024 | Doha – Qatar

Imperial Management Consultancy

### Basic First Aid & CPR Certificate

Oct.2023 |Doha – Qatar

DISS Training & Consulting

### International platform for the security and safety of sports Audiences (Stewards).

Nov.2021 | Doha - Qatar

QRCS – Qatar Red Crescent| FIFA Arab Cup 2021

### Teleconsultant

Feb.2018 | Rabat, Maroc

YS Future

### Costumer Service

Apr.2014| Rabat, Maroc

Al-Maghrebi first Institute

## INTERESTS

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- Voluntary Work
- Volunteer with the Qatar Red Crescent
- Online Courses (LinkedIn, Alison)
- Swimming & Hiking
- Fashion & Cooking