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Nationality: Saudi



Riyadh



1990.09.07



## Mazen Yousef Al Bouq

### OBJECTIVE

I am pursuing my career goal by enhancing my professional skills and abilities. I work for an organization that recognizes the value of hard work and development. Develop confidence with responsibilities and challenges. Continuing my career focused on honesty, teamwork and research skills.

### EDUCATION

2018

**Confederation of Tourism and Hospitality Diploma.**

Tourism and Hospitality.



2013

**Diploma- College Tourism and Hospitality.**

Hotel Section.



### WORK EXPERIENCE

- **Foods Gate Co. Riyadh / 2020 Until Now**  
❖ Head of Reception .
- **Crown Plaza Al Madinah Hotel (InterContinental Hotels Group) / 2015 To 2020**  
❖ Front Office Duty Manger.
- **Hayatt international Hotel / 2013 To 2015**  
❖ Receptionist Shift Leader
- **Al Safi Hotels Group | 2011 To 2013**  
❖ Receptionist and responsible for hotel needs.



### SKILLS

- Opera Express (Hotels Management System).
- Quality Hotels Management System.
- Advanced in English Language.
- Microsoft office Programs.
- Work Under Pressure.
- Spirit Of Teamwork.
- Handling Guest Complaints.
- Open Minded.

### Hobbies

- Development Of Myself.
- Travel.
- Technology.
- Reading.

### CERTIFICATES OF THANKS AND PARTICIPATION

- Supervisor of the Month at Crown Plaza Al Madinah Hotel (February 2017).
- Beast local Employee in IHG Al-Madinah (2016).
- Beast employee at Crown Plaza Al Madinah Hotel in a competition from front office staff.
- Beast hospitality employee at Crown Plaza Al Madinah Hotel in front office staff in.
- Thanks ratings of me on Booking.com.
- Certificate of thanks from Prince sultan Association for memorization Quran.
- Certificate of thanks from Hayatt intentional hotel in hajj season (2013).
- Certificate of thanks for participate in the campaign to prepare the archaeological Al Madinah areas.
- Certificate of thanks from operation manger on Hayatt intentional hotel.
- Participate in the success of the global service at Hilton hotel Al- Madinah.
- Thanks ratings of me on IHG.com.
- Employee of the month at Hayatt intentional hotel (2013).



مستشفى الأمير سلطان بن عبدالعزيز آل سعود  
Hospital of Prince Sultan Association for Quranic Studies  
for Quran and Arabic Language



## TRAINING COURSES

The Management of change	05.05.2020	Communication Methods in the Workplace	05.05.2020
Leadership Essentials.	03.05.2020	Leadership Skills.	04.05.2020
Emotional Smartness	07.05.2020	Fundamentals of Management	03.05.2020
Self Development series-Self Esteem and Efficacy	07.05.2020	Volunteer work	12.05.2020
Occupational Health and Safety	12.05.2020	Disaster and crisis management	12.05.2020
Introduction to tourism and hospitality	11.05.2020	Public relations and protocol.	12.05.2020
The concept and importance of quality in tourism services.	13.05.2020	The art of dealing with complaints in the tourism and hospitality.	15.05.2020
Cyber Security.	16.05.2020	Security and safety in the hotel	16.05.2020
The role of guide and organizer in enriching tourism	17.05.2020	Tourism marketing	19.05.2020
Marketing and sales. course	20.05.2020	Financial Planning	23.03.2017
The art of dialogue and communication	22.03.2017	Training of trainees from the (Gulf Council For Human Development Human Development).	22.03.2017
Training of trainees from (The Education And Training Consultant).	22.03.2017	Training of trainees from (Pioneer change Center For Training)	22.03.2017
Training of trainees from General Technical and Vocational Organization	22.03.2017	Personal Styles.	21.03.2117
Achievement and Self management	20.03.2017	Decision making and problem solving	19.03.2017
Training needs analysis from( Canada Global Center)	17-18.03.2017	Training of training from (Canada Global center	17-18.03.2017
Training from (Canada Global center)	17-18.03.2017	The Importance of work	26.03.2015
Self esteem and self confidence	25.03.2015	Vision formulation and goal setting	24.03.2015
Typical driving.	19.10.2014	Creative Thinking skills	18.10.2014
Develop self confidence	17.10.2014	My Life Makes sense	16.10.2014
Understand the characters and deal with them.	20.06.2014	Opera hotel program from (TVTC)	19.05.2014
Direct English Language course.	09.07.2013	Management of hotel income.	25.06.2013
Applications of creativity .	10.02.2013	English Language from (Badr Al Madinah Center).	01.02.2011
ICDL Attendance Course.	13.06.2010	How do you earn yourself.	06.05.2008
Plan your Life	27.12.2007	Adapt to people.	26.12.2007
Fun Mind	25.12.2007	Fast reading Arabic Language	18.11.2007
Graphology.	19.05.2007	<b>Also I have over 60 online courses for Hotel and Tourism from Harvard University and Intercontinental Hotel Group</b>	2015.2020