

Ahmed Sherzad Abdulwahed

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Professional Summary

Proactive and service-driven Hotel Management student with practical simulation experience in front desk procedures, guest satisfaction, and hotel administration. Possesses a solid understanding of international hospitality standards, telephone etiquette, and complaint resolution. Highly organized with strong multicultural communication skills, eager to contribute to guest excellence and operational efficiency within a leading hotel team.

Education

Hawler Vocational Institute — Erbil, Iraq Expected Graduation: 2027

Diploma in Hotel Management

- **Core Coursework:** Front Office Operations & Reservation Systems, Guest Relations & VIP Etiquette, Food & Beverage Management, Housekeeping Administration, Tourism & Hospitality Ethics.
- **Academic Focus:** Hands-on operational simulations, guest satisfaction metrics, and hotel department coordination.

Practical Hospitality Training & Labs

Hospitality Practical Lab — Hawler Vocational Institute Oct 2023 – Present

Front Desk & Guest Service Simulation Trainee

- Simulated full-cycle front office operations including guest check-in/check-out, key card handling, and professional telephone etiquette.
- Practiced handling challenging guest scenarios, handling inquiries with empathy, and upselling hotel amenities following 5-star service protocols.
- Applied international hygiene standards, safety regulations, and dining room/banquet presentation standards.

Work Experience

Jly Kurdi Pavilion — Erbil, Iraq Jan 2024 – Aug 2024

Operations & Production Assistant

- Coordinated daily production tasks and maintained rigorous quality control under tight deadlines in a fast-paced environment.
- Cultivated effective communication and teamwork skills by collaborating closely with supervisors to prevent workflow errors.
- Maintained strict adherence to safety regulations and demonstrated outstanding reliability and attention to detail.

Certifications & Workshops

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Food Safety & Hygiene Standards in Hospitality: Department Practical Workshop — Hawler Vocational Institute (2024)
- Guest Service Excellence & Professional Etiquette: Practical Training Seminar (2024)

Core Competencies & Skills

Hospitality Operations: Front Office Procedures, Guest Relations Management, VIP Service Etiquette, Telephone Protocol, Reservation Handling.

Interpersonal Skills: Active Listening, Conflict Resolution, Professional Grooming & Demeanor, Team Collaboration, Adaptability.

Technical & Systems: Property Management Systems awareness (PMS / Opera Basics), Point of Sale (POS), Microsoft Office Suite (Word, Excel, PowerPoint).

Languages

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Kurdish: Native
- Arabic: Intermediate (Conversational & Professional Hospitality Greeting)
- English: Intermediate / Working Proficiency (Guest Interaction & Inquiries)