Zainab Alsharif

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SUMMARY

A highly motivated bachelor holder of computing science and economics minor with proven experience in leadership, management, and organization of high-level events. Seeking opportunity that allows for growth and contribution to the success of the organization.

WORK EXPERINCES

Reservation Manager **[Jan 2020 – May 2021]**

Kempinski Alothman Hotel, Alkhobar, Saudi Arabia.

- Manage room inventory to achieve optimum results in Occupancy, Average Rate and Revenue.
- Review OCM and PMS availability keeping sufficient inventory of high yield segment.
- Ensure all sellable contracted rates are loaded in all systems.
- Ensure all OTA, content, reputation and distribution channels are optimized.
- Ensure all internal package breakdowns are loaded and in lane with finance department.
- Monitored reservations pickups for current and coming months and prepare reports on daily and monthly basis.
- Tracking and analyzing revenue streams on regular basis
- Train, develop and motivate staff to increase productivity.

Reservation Supervisor **[May 2018 – Dec 2019]**

Kempinski Alothman Hotel, Alkhobar, Saudi Arabia

- Managing and coordinating group reservations, including high-level events
- Auditing daily reservations, rates, and standards.
- Managing pricing through multiple sale channels and maintaining competitive advantage against competitors.
- Processing commissions and invoices.
- Training new hires for Reservation and Revenue department.

Reservation Agent **[May 2017 – April 2018]**

Kempinski Alothman Hotel, Alkhobar, Saudi Arabia

- Managing reservations through various channels
- Satisfying personal and corporate customers' needs for the right products and services.
- Analyzing and tracking customer attrition to the department superiors.

EDUCATION

- BSc of Computing Science with Economics Minor. **[June 2016]**
  University of Alberta, Edmonton, AB, Canada

- Investment Banking Certificate. **[July 2006]**
  Gifted Program, Alkhobar, Saudi Arabia

HIGHLIGHTS & TECHNICAL SKILLS

- Managing and coordination events and activities under highly demanding situations and time-frame
- Experience in administering business and performing financial and economic analysis
- Skilled in programming in various languages such as Java, Android, Prolog, Lisp, SQL, HTML, Oracle and C#
- Skilled in analyzed algorithms, software development, indexing principles for database, Machine Learning types and algorithms, Naïve Bayes, SVM, Regression and Decision Tree.
- Expertise in Microsoft Office softwares and working with various operating systems, including Linux, Mac OS and windows.
- Excellent communication and emotional intelligence skills with superior command in English language.

AWARDS AND SCHOLRSHIPS

- Scholarship from King Abdullah Scholarship Program **[2010 – 2016]**
  A program for excellent students to pursue their studies abroad.
- Awards from King Abdulaziz & his Companions Foundation for Giftedness and Creativity. **[2006]**
  Selected as one of the top talented and gifted students in Eastern Province, Saudi Arabia.