Ahd zahraoui GPA| 3.9

Orlando, FL | 407-765-1121| azahraoui@knights.ucf.edu

|  |  |
| --- | --- |
| * Administrative support
* Highly efficient
* Fluent in Arabic and French
* Computer savvy
* Goal-oriented
 | * Clerical expertise
* Advertising & Promotions
* Outstanding customer Service
* Energetic work attitude
* Team player
 |

education

| Jan’18 – May’20 | **Bachelor’s in Accounting**, *University of Central Florida, Orlando, FL* |
| --- | --- |
| May’16 – Dec’17 | **Associate in Accounting**, *Valencia College, Orlando, FL* |
| Oct’09 – Jul’12 | **Bachelor’s in Finance and Banking**, *Knowledge Computer & Business Institute, Morocco, Gpa*  |

experience

|  |  |
| --- | --- |
| Oct’14 - Present | **Hostess/Server**, Orlando, FL * Responsible for coordination, contracting and facilitation of private events including social events and business networking meetings.
* Serving customers to make sure their needs are met to ensure an excellent dining experience.
 |
| Jun’13 – Aug’14 | **Cultural Representative***, Morocco Pavilion, Epcot,* Walt Disney World, Orlando, FL* Welcoming guests into the attraction, sharing Moroccan culture and answering any questions or concerns they may have.
* Demonstrated and sold merchandise in indoor and outdoor areas.
* Manage in-person and telephone guest inquiries, customer service requests and reservation bookings in the restaurant.
 |
| Jan’11 – May’13 | **Sales Representative**, Webhelp Co, Rabat, Morocco* Help create and design the organization newsletter and events ads.
* Resolve complaints and disputes in billing by listening to client issue, offering suggestions and providing follow-ups.
 |
| Jun’09 – Dec’11 | **Sales Representative**, L’Oréal & Maybelline, Rabat, Morocco* Engaged in effective networking with new and existing customers, consistently providing product news, sales offers and updated marketing materials.
 |

honors and award

**Academic Scholarship**, *Knowledge Computer & Business Institute, Morocco* Oct’09 – Jul’12

**President’s List**, *Knowledge Computer & Business Institute, Morocco* 6 semesters

**Best Capstone Project of the year**, *Knowledge Computer & Business Institute, Morocco* Jul’12

**Dean’s List**, *Valencia College, Orlando, FL* 5 semesters

**Academic Scholarship**, *PCAOB scholarship* Aug’19-Aug’20

Extra-Activities

Member of: *UCF Volunteer*, *Honor Society*, *FAICPA, and AICPA.*