

GHAITH KARASNEH

Tourism management

PERSONAL INFORMATION

+962780782226

Ghaithkarasneh110011@gmail.com

Amman, Jordan

EDUCATION

Bachelor's Degree in Tourism Management and Hotels
Yarmouk University, Jordan
Date: Graduated in 2019

PERSONAL SKILLS

- Excellent communication skills.
- Rapid adaptability to new problem-solving.
- Proven leadership and management skills.
- A good team player.
- Time efficient and systematic working methodology.
- Ability to form working relationships with people at all levels.
- Proficiency in Microsoft Office.
- Acquired Jordanian driver's license.

LANGUAGES

- Arabic (Mother Tongue)
- English: Listening (A2), Reading (A2), Spoken Interaction (A2), Spoken Production (A2), Writing (A2)

HUMAN RESOURCES MANAGEMENT EXPERTISE

- 1.Strong understanding of human resources management principles, including recruitment, training, and performance evaluation.
- 2.Skilled in planning and executing HR strategies to support organizational goals.
- 3.Proficient in job analysis, training, and development initiatives.
- 4.Knowledgeable in labor laws, regulations, and social security systems in Jordan.
- 5.Able to evaluate job performance and implement improvement plans.
- 6.Experienced in setting organizational goals and ensuring compliance with procedures and regulations.

WORK EXPERIENCE

- **Report Printing Officer/Karasneh Engineering Office** Feb 2022 - Present
 - 1.Printing engineering reports, documents, drawings, and other materials needed by engineers, project managers, and other staff members.
 - 2.Ensuring the quality and accuracy of printed materials, checking for missing pages, incorrect scaling, or distorted images.
 - 3.Organizing and maintaining digital files of engineering reports and documents to ensure quick and easy retrieval when needed.
 - 4.Maintaining an inventory of printing supplies, including paper, ink or toner cartridges, binding materials, and other consumables.
 - 5.Ensuring that printed materials comply with industry standards and regulations.
- **Airline Reservation Agent/North Gate Office** Jul 2019 - Present
 - 1.Checking flight availability and providing options based on the customer preferences and budget.
 - 2.Responding to customer inquiries regarding baggage policies, fare rules, status, and other relevant information.
 - 3.Making changes to reservations, rebooking flights in case of cancellations, delays, and addressing concerns or complaints.
 - 4.Processing credit card payments and issuing refunds when necessary.
 - 5.Issuing electronic tickets or providing customers with confirmation of their bookings.
 - 6.Maintaining accurate records of customer interactions and bookings for reporting purposes.

EDUCATION AND TRAINING

- **Professional Certificate in Human Resource Management for International Business** German Jordanian University Apr 2022 - May 2022
- **Training Course in Labor and Workers Law and Jordanian Social Security** Jan 2022 - Mar 2022
- **Quality Management System (ISO 9001) & Internal Audit/Engineer** Syndicate, Irbid May 2018 - Jun 2019
- **ICDL Certification in Computer Skills** Feb 2015 - May 2015

