

# Eman Aldawood

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## EDUCATION

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### The Pennsylvania State University

*Bachelor of Hospitality Management*

Expected graduation date: August 2025

GPA: 3.9 / 4.0, Dean's list for 2 semesters

### Seneca College

*Diploma in Visual Merchandising Arts*

Graduation year: June 2017

GPA: 3.8 / 4.0

## WORK EXPERIENCE

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### Guest Environment Expert

May 2022 – August 2022

*Marriott International*

Guelph-Canada

- Helped create a great guest experience by maintaining high-quality standards of appearance and cleanliness for the entire hotel.
- Performed check-in and check-out procedures such as confirming reservations, assigning rooms, issuing and activating room keys, and processing payments.
- Ran daily reports (number of arrivals, departures) and ensured their accuracy, and identified top-class guests to ensure tailored guest experience is provided to them.
- Handled guest inquiries or concerns in a professional manner.

### Visual Merchandiser

October 2019 – October 2020

*Sporting life*

Toronto-Canada

- Created visual impact to influence customers' behavior to drive sales.
- Promoted and maintained stock levels on the floor using creative visual techniques.
- Handled the timely introduction of new products to the floor.
- Promoted Sporting Life's "Share the vision" through color coordination
- Provided excellent customer service to Sporting Life's internal and external customers.
- Controlled shortage through inventory control and adherence to Loss Prevention guidelines

### Key holder / Sales Associate

September 2019 – October 2019

*Dynamite*

Toronto-Canada

- Set up & executed layout plans and participated in store flips
- Worked closely with the visual merchandise manager to maximize sales.
- Handled customer complaints & inquiries to ensure customer satisfaction
- Motivated, led, and coached the team such as handling cash register.
- Styled mannequins, assembled visual displays & ensured the visual standards are maintained throughout the store and the window.
- Delivered a great customer service experience and consistently met sales goals

### Decorator

July 2017 – November 2019

*The Original Santa Claus Parade*

Toronto-Canada

- Painted and decorated large floats, applied glitter and paper Mache on Styrofoam figures.
- Trained college/co-op students how to paint, use glitter and paper Mache on Styrofoam figures

## SKILLS & CERTIFICATE

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- Cvent Supplier Network Certificate - 09/02/2021
- Fluent in Arabic and English.

J. Internship