

Youcef Boudour
Philadelphia, PA | Youcef.Boudour@temple.edu

EDUCATION

Temple University – Fox School of Business, Philadelphia, PA
Bachelor of Business Administration. May 2027
Major: Management Information Systems | GPA: 3.5

Community College of Philadelphia
Associate of Arts in Business Administration. May 2025

HONORS AND AWARDS

Temple University Transfer Scholarship
Nominated for Employee of the Quarter, The Ritz-Carlton Philadelphia

EXPERIENCE

The Ritz-Carlton, Philadelphia, PA July 2023 – September 2025
Guest Experience Expert

- Welcomed and assisted guests at a five-star luxury property, ensuring smooth check-in and check-out.
- Utilized Opera PMS system to process reservations, payments, and account adjustments efficiently.
- Promoted hotel services and upgrades, generating over \$20,000 in upsell revenue.
- Resolved guest concerns promptly and professionally to maintain brand standards.
- Collaborated with multiple departments to provide seamless service and improve the guest experience.

Uber Eats, Philadelphia, PA January 2021 – June 2023
Delivery Partner

- Completed 1,000+ deliveries while maintaining a 95% satisfaction rating.
- Managed independent schedules to ensure timely deliveries across Center City.
- Resolved customer issues to guarantee service quality and client retention.
- Demonstrated reliability and adaptability in a fast-paced, customer-driven role.

SKILLS

- **Software/Technical:** Microsoft Word, PowerPoint, Excel, Outlook, SQL, Python, Google Docs/Sheets/Slides
- **Languages:** Arabic and Berber (Native), English and French (Advanced)