

## Youcef Boudour

Philadelphia, PA | [Youcef.Boudour@temple.edu](mailto:Youcef.Boudour@temple.edu)

### EDUCATION

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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

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Temple University Transfer Scholarship

Nominated for Employee of the Quarter, The Ritz-Carlton Philadelphia

### EXPERIENCE

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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

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