

Youcef Boudour

Philadelphia, PA | Youcef.Boudour@temple.edu

EDUCATION

Temple University – Fox School of Business, Philadelphia, PA
Bachelor of Business Administration (BBA) 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
Employee of the Quarter Nominee – The Ritz-Carlton Philadelphia

EXPERIENCE

W Hotels, Philadelphia, PA December 2025 – Present
Operations Associate

- Support front office operations within a high-volume luxury hotel environment
- Process reservations, billing adjustments, and payments using enterprise property management systems
- Collaborate cross-functionally with housekeeping and engineering to improve operational efficiency
- Identify and implement workflow improvements that enhance service quality and guest satisfaction

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

- Delivered exceptional service in a Forbes Five-Star luxury property
- Generated over \$20,000 in upsell revenue, contributing directly to property performance
- Managed high-volume reservations and financial transactions using Opera PMS
- Resolved complex guest issues while maintaining brand standards and service excellence

SKILLS

- **Software/Technical:** SQL, Python, Tableau, Microsoft Excel
- **Languages:** Arabic and Berber (Native), English and French (Advanced)