

Youcef Boudour

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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 in a high-volume luxury property
- Process 50+ daily billing transactions using property management systems
- Coordinate cross-functionally to improve operational flow
- Ensure accuracy in financial and service transactions

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

- Generated \$20,000+ in upsell revenue through strategic engagement
- Delivered Forbes Five-Star service standards in a fast-paced environment
- Resolved complex guest situations with professionalism and discretion
- Recognized for strong performance and revenue contribution

SKILLS

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