







Personal details

-  Nura Hussein Guleid
-  Nuraxusen9900@gmail.com
-  +252 63 6629105
-  Hargeisa, Somaliland Hargeisa
-  April 4, 2025
-  Somaliland

Skills

- MS Word
- Excel
- Outlook
- Computer applications
- Graphic design
- Professional ethics and confidentiality
- Excellent communication and interpersonal skills
- Strong organizational and coordination abilities
- Ability to multitask and handle pressure
- Flexible and able to travel when required
- Strong motivation and independence in completing tasks
- Creativity and innovative thinking
- Effective teamwork and communication
- Strong problem-solving skills
- High attention to detail

Profile

A dynamic, result-driven professional with experience in hospitality, customer service, executive support, and teamwork. Capable of working in fast-paced environments while maintaining accuracy, professionalism, and strong organizational skills. Highly motivated, adaptable, and committed to continuous personal and professional growth.

Education

Bachelor of Social Work (BSW) **Present**
University of Hargeisa

Employment

Customer Service & Hospitality Assistant **Present**
Serene Sarovar Premier Hotel, Hargeisa

- Assisted guests with check-in, check-out, and general inquiries.
- Provided front-desk support with professionalism and confidentiality.
- Handled guest requests, complaints, and service coordination.
- Worked closely with the hotel team to ensure high-quality customer experience.
- Strengthened communication, teamwork, and problem-solving skills.

Executive & Team Work Contributions **Present**

- Supported team planning, coordination, and documentation tasks.
- Assisted in preparing presentations, forms, and digital materials.
- Contributed to smooth communication between staff and clients.
- Demonstrated reliability, responsibility, and timely task completion.

Courses

Diploma in English Language

Diploma in Graphic Designing

Diploma in Computer Science

Certificate – Grand Opening

Certificate – Decoration Skills

Time management and prioritization

Continuous learning and skill upgrading

Customer-focused service and understanding of client needs

Languages

Somali

English

Arabic