**Ibrahim Aldasoqi**

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**SUMMARY**

Accomplished Senior Hospitality Manager with 20+ years of international background and 3-years University teaching experience in hospitality management, business, restaurant operations, VIP guest services, employee leadership, and culinary services. Proven ability to effectively guide student learning with extensive academic preparation backed by equally rich industry experience to deliver practical learning supported by sound theory. Collaborative classroom and online facilitator with a penchant for delivering more than expected to students, ensuring they leave with depth and breadth of industry knowledge and fully prepared to succeed in their fields.

**KEY QUALIFICATIONS**

* Experienced Adjunct Professor
* Highly Qualified Educator
* Online, In-Person, Hybrid Delivery
* Extensive Industry Experience
* 20+ Years in Hospitality
* VIPs, Diplomats, Royalty
* Senior Leadership Experience
* Operations Management
* P&L, Business Management
* Engaging & Dynamic Presenter
* Interpersonal Communications
* Collaborative Team Member

**EDUCATION**

**PhD – Liberal Studies** (*In progress*) Memphis University Memphis, TN *Exp. 2020*

*Dissertation: The Influence of Global Geopolitics on Multinational Hotel Corporations*

**PhD – Political Sciences** Mu’tah University Amman, Jordan Jan 2018

**Master of Science** – **Hospitality and Resort Mgt** University of Memphis Memphis, TN Dec 2018

**Master of Business Administration** (MBA) Univ. of the Middle East Amman, Jordan Aug 2015

**Master of Arts - Political Science** Univ. of the Middle East Amman, JordanAug 2013

**Bachelor of Science - Hotel and Tourism Mgt** Al-Zaytona University Amman, Jordan Aug 2008

**TEACHING EXPERIENCE**

**The University of Memphis** Memphis, TN

**Adjunct Instructor** Aug 2019 – May 2020

Teach university undergraduate restaurant management courses for Kemmons Wilson Culinary Institute.

**Online Faculty Professor / Graduate Teaching Assistant** Aug 2019 – Jan 2020

Taught online undergraduate course in Principles of Management.

**Graduate Assistant** Aug 2017 – Aug 2018

Served as guest lecturer in undergraduate Event Management class (Food & Beverage Service). Taught lab for Basic Service in Restaurants and managed purchasing for lab instructional courses.

**Arkansas State University Mid-South** West Memphis, AR

**Adjunct Instructor** Aug 2018 – Aug 2019

Teach courses and workshops as a contract instructor in Information Systems and Business Etiquette.

**PROFESSIONAL EXPERIENCE**

**Food and Beverage Manager** Jun 2020 – November 2020

**Ridgeway Country Club** Memphis, TN

* Manage the food and beverage services for all events and operations throughout the facilities.
* Coordinate inventories to ensure products are ordered and sufficiently stocked according to demand.
* Oversee shift schedules and coordinate employee needs to staff all positions accordingly.
* Plan, schedule, coordinate, and execute all special events, banquets, weddings, etc. held at the Club.
* Mitigate challenges that arise relating to foodservice issues, staffing, customer concerns, etc.
* Ensure operations stay within established budgets through management of department P&L functions.

**Director of Food and Beverage** Aug 2017 – Sep 2018

**Hilton Garden Inn** Memphis, TN

* Oversaw and managed delivery of hospitality services within facilities for events and daily operations.
* Increased speed and efficiency of room service through implementation of standardized industry practices.
* Established short, medium, and long-range goals for operations and staff aligned with business outcomes.
* Managed FF&E, budget, P&L, forecasting, capital projects, and other financial indicators for operations.
* Maintained high standards of quality, efficiency, cost control, and customer satisfaction.
* Took an underperforming operation and performed a complete turnaround to become the most profitable F&B operation in the region within months.

**Admiration** Jul 2006 – Aug 2017

**Royal Court (Palace of the King)** Amman, Jordan

* Served as Privet butler for special events and travels section for His Majesty King Abdullah II.
* Managed all hospitality operations including executing proper protocols for all visiting guests and VIPs.
* Supported the visit to Jordan of special dignitaries including President Barak Obama.
* Worked with Royal protocol hand-by-hand to fix and organize all events and outside catering for events.
* Prepared and coordinated all events related to our Majesty traveling inside and outside of Jordan.

**Restaurants Supervisor** Apr 2004 – Jun 2006

**Le Royal Hotel** Amman, Jordan

* Increased speed and efficiency of room service through industry standard practices and accountability.
* Engineered menu for banquet, in-room dining, and bar to optimize revenue and profitability.
* Supervised staff of 200+ employees in banquet and restaurant division to maximize efficiency and service.
* Handled public relations, collaborating with colleagues and customers to resolve problems.
* Scheduled employee shifts, maintained records, and performed other administrative functions.

**Captain / Supervisor** Mar 2003 – Mar 2004

**Regency Palace** Amman, Jordan

* Worked the World Economic Forum to coordinate high-level VIP events of Presidents and Ministries of countries, managing event logistics for all outside catering operations and service to 200 guest rooms.
* Coordinated 300+ special events including conferences and receptions for guests ranging 50 - 1,500.

**Supervisor** Jan 1999 - Mar 2003

**Jordan T.V. Restaurant** Amman, Jordan

* Managed 50+ staff to serve guests at casual dining facility and deliver service to campus of 200+ offices.

**OTHER ASSIGNMENTS – PREVIOUS & CURRENT**

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* Member of Local Council of ZAHRAN Area Amman (Current)
* Member of Jordanian Political Science Association (Current)
* Member of Public Diplomacy Association Egypt
* Member of Arab Media & Communication Association Lebanon
* Member of the Private Sector Partnership Counsel Customs Department

**CERTIFICATIONS**

* Certified Health & Wellness ( SPA Manager ) Chur, Switzerland 2019
* Certified Concession Manager Volterra, Italy 2019
* Training of Trainer, Association of Talent Development Business Etiquette & Soft Skills Training 2015
* Communication Skills for Customer Services Workshop International Group for Training 2015
* International Computer Driver License Modern Language Center 2011
* Human Resources for Non-HR Managers Training Consulting & Business Solutions 2011
* Integrated Skills Course (Amman) American Language Center 2010

**RELEVANT CONFERENCES**

* Global Conf. - World Cooperation to Fight Money Laundering and Terrorism Financing Amman 2010
* Workshop - Commerce Facilities Beirut 2010

**PUBLICATIONS (BOOKS)**

* The World After TRUMP’S Second is The Most Dangerous Phase
* Internal and External Challenge of National Security of Jordan
* The concept of violence in ideology of extremist groups study case of the Islamic state organization in Iraq and Syria (ISIS) (Not Yet Published)

**HONORS**

* US Department of State, Certificate of Appreciation 2013
* Royal Court, Certificate of Appreciation 2013
* Hotel Le Royal Amman, Certificate of Achievement Orientation & Royal Customer Care Program 2005

**SKILLS**

* Bilingual: Arabic / English
* MS Office, OPERA, MICROS
* Strategic Market Research
* Product & Promotional Planning
* Brand Positioning & Launch
* Sales Forecasting
* Pricing & Profitability Analysis
* Competitive Analysis
* P&L, Financial Analysis
* Continuous Process Improvement
* Customer Value Proposition
* Demand Analysis & Projection
* Budgeting, Sales, Projections
* Price Listing, Sales Contracts
* Training, Development
* Sales Training
* Performance & Goals Alignment
* Customer Service Standards