



Omar Youssef

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EDUCATION

PhD in Recreation, Parks, and Tourism Sciences, August 2020 – Present

Department of Recreation, Parks, and Tourism Sciences, Texas A&M University

Master of Science in Business Administration, concentration in Hospitality and Tourism Management, 2019, GPA 3.85

Department of Hospitality and Tourism Management, Pamplin School of Business, Virginia Polytech Institute and State University

Master of Science in Human Development and Leadership, 2016, GPA 4.0

Department of Human Development and Leadership, Murray State University

Bachelor of Science in Hospitality Management (English Section), 2012. Cum Laude

Department of Hospitality Management, Helwan University, Cairo, Egypt

WORK EXPERIENCE

Teaching Assistant – Texas A&M University, August 2020 – Present

- Grading assignments and quizzes.
- Assisting students in a professional manner.
- Assisting the course's professor uploading course content on canvas.
- Interview students for leadership roles in event-related courses.
- Coordinate between students and professors.

MSBA-HTM Graduate Program Coordinator – Virginia Polytechnic Institute and State University, January 2020 – Present.

- Implement procedures and policies in accordance to university and state policies.
- Provide administrative support to the graduate program chair to ensure the graduate program operates smoothly and efficiently.
- Point of contact for students in providing academic support.
- Onboarding coordinator for all new hires and current department graduate hires.
- Coordinates all admission decision for the graduate program by generating letters, contracts, and departmental materials to applicants.
- Manage the graduate Program's application system.
- Serve as an academic advisor to graduate students.
- Supervise the department graduate assistants and manage their tasks.

Sales Associate at Nordstrom, November 2018 – present.

- Helped maintain top store ranking in company-wide metrics.
- Achieved top marks in in-store sales.
- Maintained strong customer service relations.

Graduate Research Assistant at Virginia Polytechnic Institute and State University, January 2019 –

December 2019

- **Research projects:** analysis of scholarly articles in the journal of hospitality and tourism management, collected data on food service delivery applications and drone usage, analysis of theories in hospitality and tourism, Projected success for Saudi Arabia 2030 proposal, the impact of food quality of customer satisfaction, interpreted the gap between the industry and the academia.
 - Graded assignments and exams assisted professors in classroom settings.
 - Organized and managed events and conferences for faculty and students throughout term.
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Food Service Associate at Brock & Company (Verisign). December 2017 – November 2018

- Provided excellent customer service in a fast-dining atmosphere, increased teamwork mentality, expedited customer service resolutions.

Teaching Assistant at Helwan University. January 2012 - January 2015.

- Substituted for professors in teaching and managing classrooms environment.

Proctored and graded exams for upper level hospitality and tourism management courses.

Front desk agent at Le Meridien Heliopolis. June - August 2011.

- Handled registration and booking for the hotel, maintained high room occupancy throughout work period.
- Maintained and built strong relations with guests to increase customer retention.

Waiter in training at Le Meridien Heliopolis. June - August 2008.

- Excelled in a high-volume environment, learned and applied conflict resolutions, maintained restaurant ranking throughout tenure.

Skills & Certifications

- Training certificate in child sexual assault: Sexual Assault & Child Advocacy Center.
- Food and Beverage Management Training Certificate: The American Hotel & Lodging Association – AH&LA.
- Food Safety & Hygiene (HACCP System) training certificate: The American Hotel & Lodging Association – AH&LA.
- Food Safety & Hygiene field training: JW Marriott Hotel
- Food and Beverage Management training in Fairmont Nile City
- Languages: Fluent in Arabic and English.