

FARES BOUAFIF

IT Support & Business Systems Developer | Hospitality Operations

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Languages: Arabic, English, French

PROFESSIONAL SUMMARY

IT support and business systems developer with hands-on PC troubleshooting, hotel operations experience, and working React, TypeScript, Python, and SQL projects. Built UMS around a real operational workflow and delivered tested learning platforms. Confirmed internal move into hotel Purchasing from August 2026.

SELECTED SYSTEMS AND SOFTWARE PROJECTS

L&D Hospitality | Flagship Full-Stack Learning Platform

2026

- Built and deployed a hospitality learning platform with eight department pathways, practical scenarios, assessments, progress evidence, administration, and non-accredited credentials.
- Designed account, permissions, server-scored assessment, credential-verification, and responsive learning flows with explicit trust boundaries.
- Owned product requirements, implementation direction, validation, QA, and deployment while using AI-assisted development workflows where useful.

Purchasing Academy | Hotel Procurement Training System

2026

- Built and deployed two connected hotel-procurement academies with 43 lessons, 20 scenarios, 18 fictional training documents, workbook exercises, and temporary learner progress.
- Implemented Pages Functions, Cloudflare KV, nine-day temporary sessions, content validation, 249 automated tests, and 23 end-to-end journeys.

Uniform Management System (UMS) | Operations System

2026

- Built a hotel operations tracking system for uniforms, bills, outlet spending, laundry costs, linen/napkins, income, net/gross income and analytics.
- Converted manual tracking into structured records and reporting visibility to reduce errors and support operational decisions.

CORE SKILLS

IT support; Windows troubleshooting; hardware repair; driver setup; user support; application support; React; TypeScript; Python; SQL; database-backed workflows; business systems; Cloudflare deployment; automated testing; operational analysis; hospitality systems.

PROFESSIONAL EXPERIENCE

Housekeeping Intern - Uniform Room Operations | Anantara The Palm Dubai Resort

Dubai, United Arab Emirates | Feb 2026 - Present

- Currently manage uniform room operations, including records, distribution tracking, laundry coordination and outlet-related laundry activity.
- Built and maintain UMS to track bills, laundry costs, outlet spending, income metrics and operational follow-up.
- Translate daily operational problems into structured tracking, reporting and workflow improvements. Confirmed internal transfer into hotel Purchasing from August 2026.

PC Technician | WIKI Tunisie

Nabeul, Tunisia | Jul 2021 - Jul 2023

- Diagnosed and repaired desktop/laptop hardware, Windows issues, drivers, applications and user-reported technical problems.
- Installed and configured operating systems, essential applications and routine maintenance workflows for users.

Food and Beverage Intern | InterContinental Residences Dubai Business Bay

Dubai, United Arab Emirates | Oct 2025 - Feb 2026

- Supported luxury hotel service operations, order taking, guest communication, team coordination and hygiene standards.

EDUCATION

ATHE Level 4 and Level 5 Business and Management programme work | Nest Academy of Management Education

2023 - 2026 | Final award documentation pending

- Programme work completed across business operations, customer relationship management, market analysis, communication and applied research; final award documentation remains pending.

Computer Science Studies - Bachelor-Level Coursework (Degree Not Completed) | LAK

Sep 2015 - Jul 2021

- Long-term foundation in programming fundamentals, SQL/database management, algorithms, Python, Pascal, structured troubleshooting and analytical problem solving.

LANGUAGES

Arabic, English, French