IBRAHIM ABU ZAID IBRAHIM

HOTEL INCOME AUDITOR | ACCOUNTANT

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PROFESSIONAL SUMMARY

Results-driven Hotel Income Auditor with over two years of progressive experience in revenue auditing, night audit operations, and POS/PMS reconciliation across multiple resort properties. Promoted from Assistant Income Auditor to Income Auditor within one year at Menaville Hotel in recognition of accuracy, reliability, and strong internal-control discipline. Proven ability to detect and resolve revenue discrepancies before month-end close, safeguard cash and credit-card controls, and deliver precise Daily Revenue Reports that support confident management decision-making. Known for integrity, sharp attention to detail, and smooth coordination across Front Office, F&B, and Accounting teams. Seeking to bring this track record of revenue accuracy and financial control to a hotel or hospitality group committed to operational excellence.

CORE SKILLS

- Hotel Systems: Concerto PMS, Kwentra PMS, POS platforms
- Microsoft Excel & Microsoft Office — daily/monthly financial reporting
- Income Audit & Night Audit procedures
- POS & PMS Reconciliation • Revenue Control & Variance Analysis
- Cash & Credit Card Control • Guest & City Ledger Review
- High attention to detail, integrity & confidentiality
- Analytical thinking & problem-solving under deadline pressure

KEY STRENGTHS

- Promoted from Assistant Income Auditor to Income Auditor at Menaville Hotel, reflecting strong performance and reliability.
- Skilled at cross-checking POS, PMS, and cashier reports to catch and correct revenue discrepancies before month-end close.
- Effective communicator who coordinates smoothly with Front Office, F&B, and Accounting teams to resolve issues quickly.
- Trusted with sensitive financial and guest data across multiple hotel properties, with a consistent record of accuracy and integrity.

WORK EXPERIENCE

Income Auditor — *Menaville Hotel, Safaga* **07/2025 – Present**

- Audit daily hotel revenues for all outlets including Rooms, Food & Beverage, and Other Revenues.
- Reconcile POS reports with PMS data and supporting documents.
- Prepare and submit the Daily Revenue Report (DRR) to management.
- Review cash, credit card transactions, guest ledger, and city ledger balances.
- Investigate discrepancies and prepare variance analysis reports.
- Ensure compliance with hotel policies, internal controls, and audit standards.
- Coordinate with Front Office, F&B, and Accounting departments.

Accounts Receivable Support (Additional Duty) — *Menaville Hotel, Safaga* **07/2025 – Present**

Alongside Income Auditor responsibilities, assists the Accounts Receivable Accountant with:

- Reviewing and updating city ledger accounts for corporate clients and travel agencies.
- Preparing and following up on customer invoices and statements of account.
- Reconciling customer balances against contracts and booking confirmations to ensure accurate billing.
- Tracking overdue accounts and coordinating collection follow-ups with clients.

Assistant Income Auditor — *Menaville Hotel, Safaga* **04/2024 – 07/2025**

- Assisted the Income Auditor in reviewing daily revenues for Rooms, F&B, and other outlets.

- Supported reconciliation of POS reports with PMS data and supporting documents.
- Helped prepare the Daily Revenue Report (DRR) for management review.
- Assisted in reviewing cash and credit card transactions, guest ledger, and city ledger balances.
- Supported investigation of discrepancies and preparation of variance analysis reports.
- Maintained audit documentation and coordinated with Front Office, F&B, and Accounting departments.

General Cashier — *Menaville Resort, Safaga* **04/2024 – Present**

- Handled cash, credit, and debit transactions accurately.
- Operated Point of Sale (POS) systems and issued invoices/receipts.
- Prepared daily cash reports and revenue summaries.
- Balanced the cash drawer at the end of each shift and resolved discrepancies.
- Provided professional customer service and handled customer inquiries.
- Received and handed over cash float between shifts.

Night Auditor — *Seaville Hotel, Ain Sokhna* **07/2023 – 07/2024**

- Performed night audit closing and system roll-over procedures.
- Verified room rates, packages, discounts, and allowances.
- Audited cashier summaries, cash counts, and deposits, assisting with month-end closing.

Cashier — *Tulip Hotel, Ain Sokhna* **05/2022 – 07/2023**

- Processed guest payments and POS transactions, prepared daily cashier reports, and performed cash reconciliation.
- Ensured correct posting of revenues in the system.

EDUCATION

Bachelor of Commerce (Accounting) — *Sohag University, Egypt* **2020**

LANGUAGES

Arabic: Native Speaker **English:** Good