###### **Curriculum Vitae**



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| **OBJECTIVE**  **EDUCATION**  **Course**  **WORK EXPERIENCE**  **WORK EXPERIENCE** UNDER GRAD  **TRAINING   PROGRAMS**  **ACHIEVEMENTS** AND **SKILLS**  **PERSONAL DATA**  **LANGUAGES & COMPUTER SKILLS** | Start a career with a reputable organization where I can utilize my skills and gain further experience to achieve the organization’s goals and to be an effective member of its team.   * Bachelor degree in general university studies from international law- Cairo University, 2011 * Lycee El Horreya Schools (Bab El Louk)(French schools) 2005 * French conversation 3 month level12 2006 * English conversation 4 month level10 2007 * Microsoft office (word , excel , power point) 2008 * Diplomeapprofondi de langue francaise ( dalf c1) * Diplomed’etudesen langue francaise (delef b2) * Project management professional (pmp) * Person in charge level 3 training according to the approved scheme of the food control department dubai municipality (specific) 4/8/2015   ASSISTANT MANAGER  (CURRENT JOB) **GOOD MOOD (UAE)**   * Monitoring day to day operations of the outlet * Achieving budgeted sales target set by the company * Monitor sales achievement and plan course of action to improve store sales * Responsible of P&L result of the store * Implement inventory management and cost control measures to achieve Cost of Sales budget and maintain proper stock level of inventory * Initiate training plan in line with the brand standards to maximize growth potential of each team member for career development * Perform annual assessment to track down staff performance * Prepare yearly vacation for the store * 100% product execution and customer service in line with brand standard that include dine in, take out, reservation and deliveries * Monitor regularly store equipment & assets and utilize preventive maintenance schedule to keep the facility in a proper condition * Responsible for fire safety of the outlet * Monitoring all municipality, visas and work related permits * Perform brand standard Audits ( QSC ) : Quality, Service & Cleanliness * Customer service, Self-confidence, Leadership, Flexibility, Working under Pressure   Assistant Manager  2013-2014**Americana Group (Saudi Arabia)**   * Identify and delegate responsibilities to shift leaders and staff to ensure objectives are met and excellent service is consistently achieved. * Analyzing and planning restaurant sales levels and profitabilityconsistently achieved. * Effectively manage the restaurant in the absence of the Restaurant Manager. * Manage operations with passion, integrity, and knowledge while promoting the culture and values of Hardee’s int.El haram, Madina, KSA . * Implement new company policies and procedures by developing plans and instructing staff. * Provide direction to shift leaders, and staff to achieve restaurant goals. * Consistently review operations and staff to identify any problems, concerns, and opportunities for improvement. * Provide coaching and feedback to managers and staff and assess performance on and ongoing basis. * Create a positive guest experience by delivering a high level of service and ensuring all staff engage guests to understandtheir needs and exceed expectations * Manage the restaurant to meet or exceed standards in food quality, safety, and cleanliness. * Consistently monitor product and labor costs to remain within goals. * Solicit guest feedback to understand the needs and wants of customers. * Train and coach staff on guest services principles and practices * Follow Hardee’s int.El haram, Madina, KSA Restaurant policies and procedures, including those for cash handing and safety/security. * Monitor and maintain the Micros POS System * Assist in new menu implementation * Develop and implement creative solutions to areas of improvement * Assist in conducting staff and daily pre-shift meetings. * Assist in any areas of the restaurant when staffing constraints require. * Identify employee weaknesses and retrain as necessary. * Complete the season to the specifications outlined in your Employment Contract.   Sales Representative  2012 - 2013**WadiDegla Holding Company**   * Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors. * Adjusts content of sales presentations by studying the type of sales outlet or trade factor. * Focuses sales efforts by studying existing and potential volume of dealers. * Submits orders by referring to price lists and product literature. * Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses. * Monitors competition by gathering current marketplace information on pricing, products, new products, delivery schedules, merchandising techniques, etc. * Recommends changes in products, service, and policy results and competitive developments. * Resolves customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management. * Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies. * Provides historical records by maintaining records on area and customer sales. * Contributes to team effort by accomplishing related results as needed.   Call-Centre Agent 2010 - 2011**Tele-Performance**   * Obtains client information by answering telephone calls; interviewing clients; verifying information. * Determines eligibility by comparing client information to requirements. * Establishes policies by entering client information; confirming pricing. * Informs clients by explaining procedures; answering questions; providing information. * Maintains communication equipment by reporting problems. * Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures. * Updates job knowledge by studying new product descriptions; participating in educational opportunities. * Accomplishes sales and organization mission by completing related results as needed.   Tour Leader  2009 - 2010**Al-Batross Tours ( Hurgada )**   * undertaking pre-holiday research * making arrangements for catering, accommodation, transport and excursions * inspecting hotel safety and cleanliness * offering sightseeing advice * organizing and leading excursions * problem solving * translating and interpreting * preparing reports   Training in EGPC ( Egyptian General Petroleum Company) 2009  Training in EGPC ( Egyptian General Petroleum Company) 2008   * Achieved 120% target sales monthly in Hardee’s int.   El haram, Madina, KSA   * Assured Safety and food Quality from Yum! auditing   During my Working Shifts   * Initiating Hardee’s Sultana HR Tasks   (Employee’s, target, Schedule, Operation Training, and insuring the KPI for the restaurant )   * Accustomed to adapt to challenges and challenging environments with the ability to think quickly and successfully handle difficult clients. * Excellent interpersonal, multi-tasking and leadership skills with the ability to work well with people, in both supervisory or support staff roles.   Effectively oversee multiple and concurrent responsibilities.  Date of birth9th of Sep. 1988  Marital Status Single  Military status Completed Jan 2012 – Mar 2013  Driving license International License  Perfect command of French both written and spoken  Very good command of English both written and spoken  Professional in dealing with the entire Microsoft office pack   |  |  |  |  | | --- | --- | --- | --- | | Skill Name | Skill Level | Last Used | Yrs Exp. | | Computer Skills | Good | Currently use | 6 Years | | Fidelio , Micros | Very Good | Currently use | 5 Years | | English Language | Very Good | Currently use |  | | French Language | Very Good | Currently use |  | |



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