****

**Mekedlawit**

**Mekedlawit.359344@2freemail.com**Citizenship: Ethiopian

Gender: Female

Date of Birth: 28 Feburary 1995

Marital Status: Single

Visa Status: Tourist visa

|  |  |  |
| --- | --- | --- |
| **Objective** |  | Seeking a challenging and rewarding position as a **SALES ASSISTANCE** with your Company by utilizing my ability to maintain the company’s standards and deliver exceptional services as directed by the supervisor. |
| **Experience** |  | Sales AgentOctober 2012- March 2014Halcomal Real Estate, Addis Ababa, EthiopiaDuties and Responsibilities: * Advising clients on prices, mortgages, market condition and related information
* Manage property list for sale and leasing
* Tour with clients and potential clients for property sight seeing
* Constructing a wide range of property network for referrals

Guest Relation ExecutiveApril 2014- August 2015Ellele International Hotel ,Addis Ababa, Ethiopia ( 5 star)Duties and Responsibilities:* Welcome guests during check-in and giving a greet farewell to guest while checkout.
* Handling guest complaints and concerns in an efficient and timely manner.
* Overseeing VIP guests, arrivals and departures.
* Coordinating and multi-tasking job duties in a busy environment
* Should possess detailed information about the Hotel, city as well as the competition.
* Detailed information regarding arrivals and room requirements.
* Have up to date information on daily room occupancy

  |
| **Skills** |  | ***Sales and Customer Service**** Excellent ability to sell merchandize and services
* Both Indoor and outdoor sales techniques with proven results
* Excellent communication skill and Telephone manner

***Management**** Staff training and supervision as well as target Achievement skills
* Strong Material and Office management skills
* Business development and management skills
 |
| **Education** |  | * Bachelor of Science Degree in Physics, Addis Ababa, Ethiopia
* Certificate on Introduction to computing, St. Mary’s Computer Systems
* Senior Secondary School Certificate
 |
| **Language skills** |  | * English: Excellent with a Western accent
* Amharic: Native
 |
| **KEY COMPETENCIES** |  | * Enthusiastic, self-motivated and understanding
* Excellent customer service skills and articulate and well groomed personality
* Creative, patient and persuasive with a strong desire to help people
* Leadership and entrepreneurial skills
* Exceptional ability to handle stress and work under a hectic environment
* Excellent proven multitasking skills

**Declaration**: I hereby declare that the information furnished above is true and correct to the best of my knowledge  |
|  |  |  |