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| Selamawit  [Selamawit.362857@2freemail.com](mailto:Selamawit.362857@2freemail.com)  **First Impression** |

This letter is in response to your vacancy announcement for **Receptionist cum Customer Service (**as advertised on gulfjobseeker.com

My name is Selamawit . I live in Ethiopia and have received my first degree from Hawassa University, foreign language and literature department, you will notice on the enclosed qualification summery that I have four years of experience and have achieved a good experience of sales and marketing, public relation, Report writing skills, Documentation, Communication, customer handling, and General administration duties

The position matches my career interests and is strongly compatible with my skills. As you can see from my enclosed CV I have extensive and relevant experience in Sales, Customer Service, Quality Focus, Problem Solving, Market Knowledge, Documentation Skills, Phone Skills, Analyzing Information, excellent communication and negotiating skills.

With my last employment at Joy Tec Fresh, Sales and Shipment Department, my accomplishments include selling products, Preparation of packing list, invoices, update shipment information, Flight booking and preparation of reports

I hope that all my educational qualities and experience will give me the privilege of personal interview at your convenience. I am available for interview at any time and I look forward to hearing from you.

**PERSONAL INFORMATION**

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| Sex | Female |
| Nationality | Ethiopian |
| Language Proficiency | Very good at English and Amharic |
| Qualification | BA degree in foreign language and literature from Hawassa University |
| Additional training | Training on ISO 9001:2008 QMS and Environment Management System |
| Computer Skill | Basic Computer Skill Ms Word, Excel, Power Point, Email, Outlook |
| Experience | Four Years |

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| Experience |  |  |  | |  | |  | |
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| Company |  | ***Joy tech fresh plc*** | | | | | | | |  |  |  |
| Duration |  | April 01,2015 June 7,2016 | | | | | | | | | |  |
| Position |  | **Sales & shipmen**t | | | | | | | | | |  |
|  |  | Duties: Preparation of packing list and supported documents, | | | | | | | | | | |
|  |  | Organize files both manually and electronically, arrange  Flight booking, coordinate deliveries, ensure that all documents are  delivered to the customer and preparation of shipmen Report | | | | | | | | | |  |
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| Company |  | ***Asham Africa Hotel and Resort*** | | | | | | | |  |  |  |
| Duration |  | July 1, 2013 to March 30, 2015 | | | | | | | |  |  |  |
| Position |  | **Front Desk Manager** | | | | | |  | |  |  |  |
|  |  | Duties: supervise the professional greeting of clients and visitors, to the highest standards, manage room reservations ensuring that the bookings team are processing all enquiries accurately, Recruitment, induction and training of receptionists and meeting room co-coordinators, Appraisals and performance management of staff, including monthly meetings, Leading, monitoring, motivating and inspiring the team; providing guidance and support, Review of existing standards and procedures while implementing new best practices to ensure a seamless delivery of Front of House Services, On-going development of skills and knowledge for the FOH team, Produce, manage and operate the reception , checking future planned absences, planning cover and ensuring overtime is provided when necessary , Manage the implementation for any change or upgrade in software systems, Monitor budget and produce weekly/monthly reporting where applicable, Supervise the co-ordination of VIP Functions and events ,Review the uniform requirements and source new suppliers if needed | | | | | | | | |  |  |
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| Company |  | ***BAZERA-FERESE Leather export plc***(Part time job) | | | | | | | | |  |  |
| Duration |  | March 3, 2011 to Oct.15, 2011 | | | | | | | |  |  |  |
| Position |  | **Management Representative Secretary** | | | | | | | | |  |  |
|  |  | Duties: Act as Representative Secretary for the implementation of | | | | | | | | |  |  |
|  |  | ISO 9001:2008 QMS, Ensure and facilitate QMS, Support the consultant in preparation of work procedure, guidelines and policies, Organizing meetings, filing documents& follow up the implementation | | | | | | | | |  |  |
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| Company |  | ***HOMA construction plc*** | | | | | | | | |  |  |
| Duration |  | Sep.3, 2011to April 8, 2012 | | | | | | | | |  |  |
| Position |  | **Management Representative Secretary** | | | | | | | | |  |  |
|  |  | Duties: Act as Representative Secretary for the implementation of | | | | | | | | |  |  |
|  |  | ISO 9001:2008 QMS, Ensure and facilitate QMS, Support the consultant in preparation of work procedure, guidelines and policies, Organizing meetings, filing documents& follow up the implementation | | | | | | | | |  |  |
| Company |  | ***BECON Construction plc*** | | | | | | | | |  |  |
| Duration |  | July 27, 2010 to Feb.7,2011 | | | | | | | |  |  |  |
| Position |  | **Public relation officer** | | | | | | | |  |  |  |
|  |  | Duties: Prepare press releases, to acquaint the public with the organizations regulations, programs and external employment notices. Writes edits and supervises the selection of written materials, stories, features and articles concerning organization activities for press and public releases, arranges press conferences  Work as communication focal person, Send news | | | | | | | | |  |  |
|  |  | Releases to media hold news conference, arrange interviews | | | | | | | | |  |  |
|  |  | Responds to inquiries of government officials, community | | | | | | | | |  |  |
|  |  | residents, preserves employee relations such as open flow | | | | | | | | |  |  |
|  |  | of communication, up and down ward, Represent the | | | | | | | | |  |  |
|  |  | Organization in dealing with the press, radio, television. Communicate organizations polices, organizing meeting, event, support for training, schedules staff meeting and helps raising activities | | | | | | | | |  |  |
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