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PROFESSIONAL SUMMARY

- A highly motivated, customer-focused professional with experience in providing exceptional restaurants, communication skills and communicating with the staff, in addition to preparing and preparing food ingredients. A proven track record of maintaining high customer satisfaction rates, achieving the restaurant's goals, and excellence in providing services to guests.

EDUCATION

- **Karary University, Sudan** 2016-2021
  Bachelor's degree in English
  Graduated with Excellenct Class Honors

PROFESSTIONAL EXPERIENCE

- **Gloden Asia consltutants** July-2023 - April-2024
  Customer Cervice Representative
  • Respond to customer inquiries via phone, email, chat, providing accurate and timely infromation.
  • Resolve customer issues and complaints, ensuring high of levels of customer satisfaction.
  • Use CRM swoftware to ducoment customer ineractions and track issue resoluation.
  • Assist customer with product and service information, order processing, and returns.

- **Salat Corner Restaurant** June-2021 - June-2023
  Waiter - cashier
  • Greeting customers and taking them to their seats Listening to and writing down orders Carrying food and drinks to customers Memorizing the menu and special food items for the day.
  • Resolve customer issues efficiently, maintining a high level of customer satisfcaion.
  •Assisting the master chef in preparing all types of food and dishes. Communicating and working extensively with the master chef and the staff in the restaurant, bakery, or hotel. Preparing and preparing food ingredients before starting cooking, such as cutting and cleaning vegetables and meat. Carrying out food serving work.
  • Assist customer with product and service information, order processing, and troubleshooting.

TRAINING COURSES

- **ICDL in Sudacad**
  Computer Basics, Databases, Word Processing, Spreadsheets, Presentations, Internet Basics, Online Collaboration, Microsoft, Word, Excel, Outlook _ 2021
- **Digital-Markting in Arab Innovators**
  Marketing basics, skills, social media marketing, content marketing _ 2022
- **Human Resources Management in Al-Ahed Training Center**
  terminology, planning, recruitment, salary preparation, rewards, incentives _ 2022

SKILLS

- Ability to work under pressure, especially during peak times and increased demand for the restaurant. The skill of organizing and managing time effectively while distributing tasks to the restaurant staff.
- Welcoming guests, managing reservations and ensuring seating
- Knowledge of the menu and ability to recommend dishes to customers
- Provides excellent customer service, takes orders, and ensures a positive dining experience
- Customer Service Excellence
- Leadership skills and time management

LANGUAGES

- Arabic : Mother language
- English : fluent