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nebiyuseyoum@gmail.com



Dubai, UAE

Nebiyu Seyoum

**Assi. Rest. Manager / Admin Assistant / Head Waiter
Customer Service Representative /**

SUMMARY

I am well organized outlet supervisor, event coordinator and customer service agent who has excellent customer service skills with very good office administration skills and procedures. I also possess a very good command over the English Language in the long run. I worked in the US Embassy with international organizations like USAID, CDC, RSO, AMCOM, Marine Corps and US Ambassador's Residence and organized different events. I have received a number of recommendation letters from high ranked superiors for my excellence on customer service skills.

Professional Experience

**Assistant Manager / Supervisor /2017- 2019/
AIC (Addis International Catering) at US Embassy,
Addis Ababa**

- Insure and deliver a high level of customer service.
- Motivate and create harmonious team work in a workplace.
- Manage & control the day-to-day activities and inform to superiors.
- Train new staffs according to the standards and procedures of the hotel.

**Assistant Manager / Head Waiter /2015-2017/
Hussein Al-Sayid General Business PLC**

- Create and maintain excellent team spirit in a workplace.
- Train new staffs and provide the necessary work procedures and equipments.
- Address guests' service needs in a professional, positive, and timely manner.
- Assign waitstaffs to tables, perform openings and closing duties and keep a checklist.
- Check and control the daily revenue.

**Principal / Admin. Staff & English Language Teacher
/2005-2013/ Silver Bells School**

- Provide strategic directions in the school system.
- Develop and evaluate standardized curriculum and assess teaching methods.
- Monitor and evaluate students' achievement and encourage parents involvements in the school.
- Plan a lesson and impart the right knowledge to students.
- Support and help students with special needs.



EDUCATION

- **Catering & Tourism Training Institute
Hotel Management (Adv. Diploma)
/Sept. 2014 – Oct. 2017/**
- **St. Mary's University College
Foreign Language & Literature
English (BA)
/Sept. 2008 – Aug. 2013/**



COMPUTER SKILLS

- MS-Word
- MS-Excel
- MS- Power Point
- Publisher
- C-NET



REFERENCES

- **Tesfaye Kinfe
(Assi. Catering Manager) AIC
Cell : +251-911-48-10-60**
- **Hement Bass
G. M. (Silver Bells School)
Cell : +251-912-43-98-88**
- **Tesfaye Afework
Principal (Abune Gorgorios School)
Cell : +251-911-71-30-61**

LANGUAGES:

English = Excellent

Amharic = Perfect

N.B. - Driving Licence

(light & Medium vehicles)



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