



YORDANOS MISGAN

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PROFESSIONAL SUMMARY

Motivated individual brings desire to gain work experience and learn from retail team. Eager to serve customers, keep shops tidy and sell goods. Comfortable in fast-paced environments and willing to take on challenging work. Organized, independent worker with strong time management skills. Detail-orientated and able to learn new tasks quickly and effectively. Possessing excellent memory and aptitude for calculations.

WORK HISTORY

WAITER, 2023 - 7/2024

Seattle Bar and Restaurant, Juba, South Sudan

- Greeted customers, presented menus and shared information about available special items.
- Served high volumes of guests in fast-paced service environments with exceptional customer care.
- Maintained excellent guest satisfaction by providing attentive, proactive and helpful service.
- Maintained excellent level of service in busy and demanding restaurant environment.
- Delivered food and drinks from kitchen to respective tables to meet timely expectations.
- Followed health and hygiene standards when handling food and cleaning restaurants.
- Verified completed orders and served guests at tables.

SALES OFFICER, 2021- 2023

Glow Cosmetics and Mart, Addis Ababa, Ethiopia

- Maintained contact with customers throughout sales and pre-delivery process.
- Built long-term relationships with customers and generated referrals from existing clients.
- Understood customer needs to craft exceptional sales journeys.
- Managed client relationships from early stages of sales process through to post-sales
- Performed sales visits to take strategic action on new business leads.
- Tracked sales and order information by navigating internal computer system.
- Supported front-line sales teams with well-coordinated administrative operations.
- Analyses industry and competitor trends to enhance sales strategy.

SKILLS

- Cash handling
- Food and beverage service

- Customer Service
- Payment Processing
- Product knowledge
- Upselling
- Exceptional interpersonal skills
- Efficient under pressure
- Table check-ins
- Food hygiene protocol
- Teamwork
- Telesales
- Direct sales
- Active listening
- Ticket sales

EDUCATION

Bule Hora University, Ethiopia, 09/2016 - 12/2020
Bachelor of Technology: computer Engineering

LANGUAGES

English

Upper intermediate

Amharic

Native