

Dears

I have enclosed my resume to provide you with an overview of my experience and achievements. I am confident that my knowledge, ability and experience allow me to deliver successful results for your company.

Please allow me to highlight my key skills:

- a self-motivated professional with a proven track record of exceeding performance targets
- the ability to resolve complex customer issues resulting in improved customer retention levels
- able to effectively manage my time through careful planning and organization of work activities
- Excellent communication skills that result in positive interpersonal relationships.
- strong computer skills with proficiency in MS Office
- a track record of meeting deadlines and producing accurate work of a high standard
- a committed team player who is always willing to go the extra mile

I look forward to speaking with you at your earliest convenience and appreciate the time taken to review my resume. I believe that my professional knowledge and skills combined with my work ethic and enthusiasm will make a positive contribution to your company. Thank you for your consideration.

Sincerely

Nafie El Sayed

NAFIE IBRAHIM ESAWEI EL SAYED



Tel. +971559869429 E-mail Address: nafie_ibrahim@yahoo.com

<u>Personal Information</u>	<ul style="list-style-type: none">➤ Marital status: Married➤ Age: 48➤ Visa Status: Employment➤ Religion: Muslim➤ Height: 1.81 Meter➤ Drive license valid to 2022 <p style="margin-left: 150px;">Nationality: Egyptian Place of Birth: Egypt Gender: Male Military Service: Exempted Passport No. A24760642 Expired On: 31/03/2026</p>
<u>Summary</u>	Successful professional qualified with 20 years of visible achievements in the food Service, hospitality, Outstanding customer service and, Financial, Tourism industry. Offering a tradition of performance excellence reversing distressed operations, enhancing visibility in marketplace and generating high-dollar profits.
<u>Objective</u>	To work in an organization as part of the management team particularly in customer service or any other job that will enhance my ability and develop my skills. Work effectively with people and be successful in the field I have chosen.
<u>Computer Skills</u>	<ul style="list-style-type: none">➤ Internet (Searching and communication through web) Windows 9x to XP and windows 7 operating system. Microsoft Office (2003, up, 2000, 97).➤ AMWS – Advance Manager Workstation ORACLE, Jupiter, B.O system➤ Wide knowledge of several applications operating under windows, Word, excel) Programs.➤ Good command of internet application.
<u>Business skills</u>	<ul style="list-style-type: none">➤ Ability to analyze and solve problems➤ Ability to gather data and compile information and prepare reports.➤ Ability to operate a computerized cash register.➤ Knowledge of cashiering and cash management principles, systems procedures and standards.➤ Excellent interpersonal skills and ability to work successfully with variety of people.➤ Maintaining accurate financial records and preparing clear and accurate for informational, auditing and operational use.

<u>Education</u>	<ul style="list-style-type: none"> ➤ Bachelor of social services sues channel University, Egypt 1994
<u>Languages</u>	<ul style="list-style-type: none"> ➤ Arabic (Mother Language) ➤ English Very good Spoken, Written & Reading
<u>Work EXPERIENCE</u>	<p>Date : 2014 up to present Company : Kuwait Food Company-Americana Food Group Position : Senior Sales (Sales & Catering Dept.) Job Description:</p> <ul style="list-style-type: none"> ➤ Generate Incremental Sales and Profit by utilizing the existing asset base during non-peak hours. ➤ Handling all Mega Events in UAE as sales and catering food supplier –Americana brands (DXB Airshow, PSL cricket, Asian cup cricket, SZ. Heritage Village, Global Village.. ➤ Leading Party Halls team to arrange Birthday party program ➤ Foster loyalty to Americana managed brands in children from early ages. ➤ Offer and arrange an exciting, hassle free and fun filled party for any occasion- birthday parties, weddings, graduations, anniversaries, etc. in an attractive atmosphere at a reasonable price. ➤ Promote awareness and trial of various Americana managed QSR brands in a happy environment to associate our food and visit with fond memories and thoughts. ➤ Strengthen the bond between consumers and AMERICANA managed QSR brands. <p>Date : 2012 to 2014 Company : Kuwait Food Company-Americana Food Group Position : KFC- CER specialist Job Description:</p> <ul style="list-style-type: none"> ➤ Regularly evaluate restaurant performance based on global operating standards that ensure safety and lead to customer satisfaction and operating profit. ➤ Determine the cause of any deviations found and focuses on why these deviations from standards occurred. ➤ Determine what actions can be taken to eliminate the deviations and to prevent recurrence. ➤ Achieve continuous operations improvement. <p>Date : 27 July 2008 to February 2009 Company : Emaar Malls Group Position : Operation Coordinator Job description</p> <ul style="list-style-type: none"> ➤ To be responsible for the quality management across the operations department Inc cleaning, security, pest control, waste management and landscaping. ➤ To focus on and ensuring the day to day standards of physical appearance and delivery of guest service within all staff members. ➤ To be responsible for co-coordinating the effectiveness of all front of house staff members, principally security and cleaning.

- To provide immediate support, advice and solutions for all members
- To communicate with all department and work to building multi functional teams.
- To ensure we provide the safest possible environment for the company.
- To continually look for ways to improve our levels of guest service within the security and cleaning teams
- To ensure that all team members is fully trained in each function.
- To ensure that all staff has the appropriate equipment needed to fulfill their role.
- To carry out all reasonable requests made by management.

Date : 2000 to 2008

Company : Kuwait Food Company-Americana Food Group

Position : KFC- Restaurant Manager

Job Description

- To ensure high standards of customer service is delivered by the entire team to both internal and external customers and maintaining regular contacts with all customers.
- To monitor all the areas of the restaurant's operations through delegation and planning.
- Monthly sales and cost analysis of the restaurant.
- Training for the staff, sales increase, budget achievement and incentive programs.
- Achieving the monthly sales forecast & controlling of expenses.

Date : 1991 up to 2000

Company : Helnan International Company

Position : Supervisor

Job Description

- Monitor all the reservation made by guests.
- Monitor all the performance of the staff in the front desk of the hotel.
- Training for the new staff.
- Monitor all the performance of the staff in the front desk of the hotel.

Training Courses

Date : December 2006

Center : American Training Center

Course : High Impact Coaching

Description : Leadership, Coaching Process, Coaching abilities and Effective Leadership styles

Date : April 2005

Center : American Training Center
Course : Fish Philosophy
Description

- Styles and tips of having fun on the job without feeling under pressure

Date : August 2004
Center : American Training Center
Course : Cost Management
Description

- Understand the relationship between Sales, expenses and profit
- Understand the difference between controllable and non- controllable costs
- Introduce the P&I statement and analyze

Date : October 2003
Center : American Training Center
Course : Customer Mania Plus
Description

- Driving Restaurant Excellence performance by keeping the customers on top of everything by letting them feel that are always welcomed in the restaurant.

Date : May 2003
Center : American Training Center
Course : How to work together
Description

- Customer Mania, Belief in People, Recognition, Coaching & Support, Accountability, Exceptional Excellence, Positive Energy and Teamwork with productive conflict

Date : November 2002
Center : American Training Center
Course : Customer at the crossroads
Description

- **Behaviors back up beliefs-** Values and beliefs are words to live by, but words to live by are just words, unless you truly live by them.
- **Everyone is responsible-** Nobody says it's somebody else's job
- **Perception carries the day-** We judge ourselves by our intentions, other judge us by our behavior/actions

Date : May 2002
Center : American Training Center
Course : Food Safety
Description

- Understand our role in applying the basic requirements and applications of maintaining hygiene in our restaurants, ourselves, and the food we serve.

Date : August 2001
Center : American Training Center
Course : Basic Selling Skills

	<p>Description</p> <ul style="list-style-type: none"> ➤ Suggestion to be a good seller ➤ How to Achieve your Sales, Targets with Ensuring customer Loyalty ➤ 100% retention award 2004 ➤ Developing champions 2003 ➤ Fish sticks 2004 ➤ Manager of the month 2004 ➤ Supervisory skills-seminar 1999 ➤ KFC achievement award 2002 ➤ KFC shortening test project 2006
<p><u>Seminars Attended</u></p>	<ul style="list-style-type: none"> ➤ Computer courses (word, excel, PowerPoint, internet .. 1998-Egypt ➤ English courses (Elementary, Intermediate & advanced English course)-1996-Egypt ➤ Yum Developing Champion 2001 ➤ Management Skills Seminar 2001 ➤ Running a Shift Training 2001 ➤ Running a Restaurant Training 2001 ➤ BSC Balance Score Cards 2001 ➤ Advance Manager WorkStation (computer program) 2001 ➤ Sales Forecasting and Labor Analysis 2000 ➤ Stock Level System 2000 ➤ Inventory Management Skills 2000 ➤ Receiving and Storing System 2000 ➤ Safety and Sanitation Program 2000 ➤ High Impact Coaching Course 2001 ➤ communication skills 2001 ➤ Problem solving & Decision making 2002 ➤ Customer Maniac Plus Course 2003 ➤ Fish" sticks: complete fish 1 and fish 2 customer mania rollout training. 2003 ➤ Fundamental Communication Skills for Better Results 2003 ➤ Who Moved My Cheese Course 2004 ➤ PIC food safety level 3 (person in charge) 2004
<p><u>Hobbies</u></p>	<p>Internet Browsing, online training , Football and Reading</p>
<p>I do attend online courses in UAE Government Entities</p>	

- Consumer behavior and marketing fundamentals -2019
- Creative thinking -2020

- Digital Payments- 2020
- Entrepreneurship-2020

- Intellectual Property for Digital Content-2020
- Self Management-2020

- Strategic planning Fundamentals-2020
- The Culture of Service Excellence-2019

- The innovation DNA -2020
- The internet Of Things 2019

This is to certify that all of the above are true & correct to the best of my ability. Thank you for your kind consideration. I look forward to the opportunity to work with your company.

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Sincerely,

Nafie Elsayed

Mobile No. 559869429