

# Omar Mhamad Mahmoud

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## Professional Summary:

Dedicated and experienced Captain with a proven track record in various dining and hospitality establishments. Demonstrated leadership and communication skills, ensuring seamless operations and exceptional customer service. Proficient in Kurdish, Arabic, and basic English communication.

## Skills:

Leadership	Communication Customer Service	Cash Handling and Financial Management
Problem Solving	Time Management	Kurdish (Sorani, Badini), Arabic, Basic English
Supervision	Culinary Excellence	Translation (Kurdish to Arabic)
Table Organization	Menu Introduction	Event Coordination (Off-site events)

## Work Experience:

### 1. *Royal Dutch Restaurant, Magma Square* | Captain

- Initiated as a runner in the bakery and progressed to the role of Captain.
- Led the team with a focus on customer satisfaction and team efficiency.

### 2. *Nasma Beirut Restaurant, Magma Square* | Captain

- Started as a Captain, overseeing a team in charge of order management.
- Successfully managed team responsibilities, including order taking, maintaining a clean environment, and coordinating off-site events.

### 3. *Highcrest Hotel Room Service and Lobby, Sulaymanyah* | Room Service and Lobby Supervisor

- Solely managed Room Service and Lobby operations, showcasing independence and self-reliance.
- Oversaw the efficient operation of room service activities, ensuring prompt and professional guest service.
- Handled cashiers and managed financial transactions at the end of each shift.
- Maintained lobby areas independently, creating a welcoming atmosphere for guests.
- Implemented strategies to enhance room service efficiency, resulting in customer satisfaction.
- Utilized excellent interpersonal skills to address guest inquiries and ensure a positive guest experience.

### 4. *Latino Rest and Lounge, Family mall - Chef Eyad Abu Alhasan Restaurant, garden city* | Supervisor/ Captain

- Supervised daily operations, ensuring efficient workflow and adherence to quality standards..
- Contributed to the restaurant's success by overseeing the team and providing excellent customer service.

### 5. *Mevan Sofrasi Turkish Restaurant, Magma Square* | Captain

- Played a crucial role during the restaurant's opening phase, actively contributing to table placement, overall layout, and menu introductions.
- Oversaw daily operations, ensuring a welcoming atmosphere for guests.

## Volunteer Experience:

- Kobani War Relief, Syria  
Translator and Aid Coordinator.
- Facilitated translation between Kurdish and Arabic.
- Initiated visits to markets and organizations to seek support for Kobani survivors.