

 **MOHAMMED ALFAKI**

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Date of Birth:​ 23​th​/October/1988

Nationality:​ Sudanese

Marital Status: Married

**PROFILE:**

Highly organized, determined, focused, ambitious and reliable with excellent communication skills, can relate to wide range of people effectively by the help of my easy going character. I am adept in achieving critical goals in rigid markets and stiff competition. I am a strong team player with the ability to empower a team towards optimum performance through effective motivation and mentoring with the capability of transferring my skills and experiences to any surrounding working environment.

KEY ACCOMPLISHMENTS:

• Facilitated multiple strategic plans and assisted in development of multiple SOPs.

• Delivered continuous improvement of KPIs to manage performance.

• Designed logistical matrix, operational layout, and material handling design for several operational warehouses, including Distribution centers and operational hubs.

**EDUCATION:**

*European International College (Abu Dhabi) –Hospitality, Tourism and Hotel Management.*

*Gantoot High School (Abu Dhabi) – High School Diploma – May 2008*

**Work Experience:**

* **Elevate – New Cairo (Collections – US account).**
* **Alorica – Zayed city (worked as aerlingus Call Center Agent – Irish Airways).**
* Grand Stella Restaurant & Café – Founder (F&B and Restaurant Manager).
* *Talabati - Sudan (Call Center - Sales Representative) 2019 - 2021.*
* La Taste Restaurant & Café – Restaurant Manager / Chef.
* *Pizza Hut (Kitchen) - Sudan.*
* *Restaurant Manager (ALMAMOUN GROUP) – TARA SPORTS CENTER*
* *Training programme ‘Protocol School of Washington Seminar – How to Work a Room’ with the European International College (Sept 2012).*
* *Kanon hotel 15.st from august 2014 to November 2014.*
* *Grand holiday villa Hotel (Receptionist& Reservations – Front office division). From (17/08/2016 – 10/01/2017).*
* *Marcello’s Restaurant & Café Executive chef – Supervisor*

Traders Hotel - (Abu Dhabi 2012-2015)

Event organizing and assisting (Dragon ball party) ➢ assist in Food preparation and serving for the event.

➢ Assist in organizing the event.

Organizing Hotel Events

Catering and Food Production.

Fifa club world cup, Abu Dhabi (2009,2010)

Worked at zayed sport city, MBZ Stadium

* Follow safety and security rules and regulations to maintain the safety of our customers.
* Communicate with guests and ensure they find their spots safely and correctly.

Abu Dhabi Art Fair, (Abu Dhabi 2010)

**Emirates palace, worked at the auditorium, VIP tent**

* Demonstrate significantly high organizing and communication skills along with great focus, honesty and confidentiality.

 Handling announcements and Biographies.

 **Languages: Arabic, English and French.**

**Skills:**

**Key Skills**

* **Self-motivated and highly organized individual.**
* **Works under minimum supervision.**
* **Dedicated and committed, willing to take on challenging roles.**
* **Processing orders, forms, applications and requests for information**
* **Always confirming that a customer is fully satisfied before ending any conversation.**
* **Ability to accept criticism and learn from it.**
* **Cooking (sous chef).**
* **Sales accounting.**
* **customer service**.

**Team Work:**

I have successfully undertaken various team projects within both academic and non-academic environments by working for several part time jobs with various promotion and events companies. I successfully worked with the team by listening carefully, functioning as an active member, helping others, showing my commitment to the team and by solving problems.

* **Problem solving:**

The ability to react promptly in case of emergencies and think of realistic solutions to solve any sudden issues tested during my previous experiences working for several part time jobs where students were always uncertain and raised unexpected issues with travel agencies, accommodation and authorities .

* **Communication:**

Deal with people and serve customers effectively with a confident, reassuring and clever manner by listening carefully to the needs of customers and react accordingly. Ability to persuade customers for both our company’s and their own benefit

 **Computer skills:**

Extremely high knowledge and experience with Microsoft Office, various booking systems and the Internet with the ability to type fast.

**References:**

Up on Request , Valid Driving License