

**GOYTOM TUEMAY HILUF**  
**405 CARMEN AVE VANIER, K1L 6Y1, OTTAWA, ONTARIO**  
**Tel: (613) 716-7449 Email: [goytomtuemay@gmail.com](mailto:goytomtuemay@gmail.com)**

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## **SUMMARY OF QUALIFICATIONS AND SKILLS:**

- Speaks English, Tigrigna, and Amharic fluently.
- Excellent communication skills.
- Hard working and disciplined.
- Excellent in delivering customer handling and services.
- Good at working independently and teamwork.
- Excellent health and fitness.
- Great on time-management.
- Able to work part- and full-time shifts.

## **EMPLOYMENT EXPERIENCE**

### **Customer Service Representative – Habesha Hotel In Addis Ababa, Ethiopia (AUGUST 2022-JULY 2023)**

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- Responsible for resolving issues, and providing product information to customers.
- In charge of answering customer inquiries and helping customers with different needs.

### **AXUM HOTEL In Addis Ababa, Ethiopia (DECEMBER 2021—JUNE 2022)**

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- Worked at Axum hotel in Addis Ababa as a housekeeper and room server.
- Cleaning and maintaining rooms, including tasks like dusting, vacuuming, mopping, laundry, and organizing.
- Ensuring a neat and sanitary environment.
- Ensuring cleanliness, order, and promoted a comfortable experience for guests.

## **EDUCATION**

- 2014-2018 High School Diploma, Chercher Preparatory School, Tigray Ethiopia
- 2018-2021 **BA Degree in Hotel Management and Tourism Development Management**, Haramaya University, Ethiopia

**References are available upon request.**