



Ahmed Mohsen Amin

Operation Manager
Head waiters and Cashier

Objective

Driven Customer Service with over 3 years of experience, proficient in Customer Service, Coordination, Administrative duties, and leading the staff, Passionate and motivated, with a drive for excellence, excellent reputation for resolving problems.

Contact Info

Address: Dubai, UAE

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Visa Status: Visit Visa

Education

Bachelor's degree

Computer Information Systems
and Management

Future University- 2011

Language

Arabic: Native

English: Good

Skills

- Communication Skills
- Customer Service
- Leadership & Interpersonal
- Problem Solving
- Computer Skill
- Time management
- Administrative support
- Key performance Indicator
- (KPI) management
- Excellent presentation.
- Negotiations skills.
- Implementations Of innovate
- Teamwork skills

Professional Experience

Operation Manager

2017 – 2023

Restaurant for Healthy Food– Egypt

- Ensure all operations are carried on in an appropriate, cost-effective way.
- Improve operational management systems, processes, and best practices.
- Purchase materials, plan inventory and oversee warehouse efficiency.
- Help the organization's processes remain legally compliant.
- Formulate strategic and operational objectives.
- Examine financial data and use them to improve profitability.
- Manage budgets and forecasts.
- Perform quality controls and monitor production KPIs.
- Recruit, train and supervise staff.
- Find ways to increase quality of customer service.

Head waiters and Cashier

2015 – 2017

Titanic Aqua Beach Hotel Hurghada – Egypt

- Train and supervise waiters and waitresses to give high standards of service in terms of time, quality and personalization.
- Inspect table layouts in the station ensuring that they meet the standards set.
- Check and ensures the serviceability of equipment and furniture.
- Sell food and beverage so as to meet restaurant budgets.
- Take food and beverage orders correctly.
- Give wine service according to international practices.
- Control the inventory of cutlery and service equipment allotted to the station.
- Assign duties ensuring equity of work.

Head Cashier

2013 – 2015

Restaurant for Healthy Food– Egypt

- Create and maintain a positive work environment for all cashiers.
- Communicate with customers and address any problems they may have.
- Serve as the primary point of contact for customer service associates.
- Operate registers and perform general checkout functions.
- Generate reliable and accurate till reports from every register.

Customer Service Agent

2011 – 2013

Restaurant for Healthy Food– Egypt

- Manage large amounts of incoming phone calls.
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Provide accurate, valid, and complete information by using the right methods/tools.