



Curriculum Vitae of:

**Eslam Samir Mohamed Ahmed Abdalla**

House 2450 Road 1847 Block 318Hooraa Manama, Bahrain

Mobile #: +973-36940299

G-mail add.: *samere239@gmail.com*

**Professional Objective:** To be part of your prestigious and forward-thinking company. To be able to show my skills and knowledge through continuous training, improve myself in depth with the latest technology and contribute to a team where I may belong in achieving its goal.

### **EMPLOYMENT BACKGROUND:**

#### **Fakhro Restaurant (Mc Donald's)**

February 20-23, 2017 to present

##### **2<sup>nd</sup> Assistant Manager**

Manama, Kingdom of Bahrain

- Participate in product ordering
- Staffing Scheduling
- Monthly Ending Inventory Report
- Managing and monitoring Profit & Loss of the Restaurant

#### **Fakhro Restaurant (Mc Donald's)**

##### **Shift Manager**

NOVEMBER 2015 TO FEBRUARY 2017

- Handling the shift
- Delivering QSCV 100%
- To help management team

#### **Fakhro Restaurant (Mc Donald's)**

SEPTEMBER 2014 –NOVEMBER 2015

##### **Crew Trainer- Management Trainee**

Manama, Kingdom of Bahrain

- Consistently deliver high quality training regardless of business cycle
- Provide outstanding Customer service
- Monitoring proper procedure at all time
- Perform basic maintenance, security, safety and personnel procedures
- Manage crew members in a way that promotes mutual respect
- Handling customer complains
- Daily and weekly inventory

#### **Fakhro Restaurant (Mc DONALDS)**

##### **Crew**

NOVEMBER 2013 TO SEPTEMBER 2014

- Providing outstanding customer service
- Performing of variety of food preparation
- Perform other related duties as required

- Brand ambassador

### **EDUCATIONAL ATTAINMENT:**

College Level / Vocational

### **SEMINARS AND TRAINING CLASS**

Hospitality Class : August 10, 2016(Mc Donald's Bahrain)

Shift Management Excellence : August 15-18, 2016(Mc Donald's Bahrain)  
Class #07

Advance Shift Management Course : January 11-14, 2016(Mc Donald's Bahrain)  
Class #3

Effective management Practice course : September 14-20 .2017(Mc Donald's Bahrain)

### **CERTIFICATE OF AWARD**

LEADERSHIP SKILLS : December 2-3-2014

ENGLISH LANGUAGE : July 27, 2015 and October 5, 2015

### **SPECIAL SKILLS**

- Computer literate
- Communication Skill, written, oral and listening
- Wide background in the Customer Service
- Wide background in motivating others
- Time Management
- Can do multiple tasks and minimum supervision
- Dependable and Friendly
- Ability to work in rushed and hectic schedule within the team

### **PERSONAL DETAILS:**

Nick Name	:	Eslam
Citizenship	:	Egyptian
Civil Status	:	Single
Languages	:	English and Arabic
Passport No.	:	EC1843130
Date Issue	:	08-Aug-2014
Expiry Date	:	07-Aug-2019

Driving License No. : 931030581

I hereby certify above mentioned above information stated in these Curriculum Vitae are true and correct to the best of my knowledge and belief.

**Eslam Samir Mohamed Ahmed Abdalla**