



**MR. KALU CHINEDU
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Address

DOHA , QATAR

Education

- Bachelors: Human Kinetics and Health
University of Port Harcourt
Nigeria August 2010
BSC
- TSI Quality Service Person –in- Charge Award (PIC)
- EOSH UK Approved Training Provider Northern institute of Food Safety and Hygiene
- AMPLE-LINK
CATERING & FASHION SCHOOL
- Leaving School Certificate
- Driving license

PROFESSIONAL SUMMARY

More than 10 years as a competent and result-oriented professional in UAE with proven work experience in F&B/ hospitality, Sales, marketing, business development, customer service, and client relations. Diversified experience in launching strategies & processes to boost sales performance, presentation and negotiation, management reporting, budgeting and planning. Track record of exceeding performance goals and customer service needs with proven ability to provide prompt services, relationship building, and performing well under work pressure.

WORK HISTORY

**SEGMA INSTALLATION WORK COMPANY, QATAR DOHA
(SENIOR SALES MANAGER 2025)**

Develop customer accounts and travel within the local area to drive business into the specific hotel/cluster and to increase market/customer share in all revenue streams

Build and maintain strong relationships with key clients and partners to ensure high levels of satisfaction and retention

- Achieve the monthly and annual personal target revenue
- Establish and maintain strong relationship with the established clientele and constantly explores into new business opportunities
- Ensuring that all customer requests and enquires are dealt with in an efficient and professional manner.

Battleworld Esports & VR Arena UAE (Manager 2023-2024)

Having a strong understanding of VR/AR technologies, industry trends, and experience in product management, including Most importantly, excellent communication with the VR technology machines, computer and collaboration.

**The Hamptons Café & Restaurants Dubai (Restaurants Manager
2022 -2023)**

I generally have technical expertise to oversee the day-to-day operations of the organizational unit within the company, such as a division, department or section. I also often assign projects and ensure they align with the company's particular goals and vision.

Les Dangereux Mamsha-Al Saadiyat UAE, Abu Dhabi (Fine dining Restaurant) Assistant Restaurant Manager (1 Star Michelin Award 2021-2022)

Analyzed operations to improve restaurant efficiency and service levels.

Encouraged feedback from restaurant customers, using insights to implement positive process changes.

Strategically reviewed and planned restaurant staffing levels based on evolving service demands.

**Café James, Al Reem Island. UAE, Abu Dhabi
1 Star Michelin award (Restaurant manager 2021)**

I play an important role in construction and building projects and oversees day-to-day operations of work while being responsible for the overall completion of the endeavor at hand, as noted by the management team.

Kumiko Restaurant UAE, Al Ain Abu Dhabi (Japanese Food) Restaurant Manager.

I generally have technical expertise to oversee the day-to-day operations of the organizational unit within the company, such as a division, department or section. I also often assign projects and ensure they align with the company's particular goals and vision.

Telegraph Café UAE, Al Ain Abu Dhabi, (Restaurant manager 2019)

- Analyzed operations to improve restaurant efficiency and service levels
- Encouraged feedback from restaurant customers, using insights to implement positive process changes
- Strategically reviewed and planned restaurant staffing levels based on evolving service demands
- Opening of the new restaurant Telegraph Cafe, Hazzad bin Zayed Stadium

Test Food Company UAE, Al Ain Abu Dhabi, (Assistant Restaurant Manager 2018)

- Trained staff on best practices to achieve optimal productivity.
- Evaluated staff performance, implementing training and development programs to maintain exceptional service levels

Independent Food Company Dubai UAE (Salt, Parkers & Candy as Restaurant Supervisor 2016)

Built customer retention and satisfaction by delivering top- quality service, I was also and in the opening team of the new restaurant.

I establishing customer satisfaction and handling complaints or problems in an efficient and professional manner.

I answer phones, keep track of messages, and direct calls to appropriate offices.

Switch Restaurant Dubai Mall Dubai UAE, (Waiter 2015)

- Trained staff on best practices to achieve optimal productivity
- Seated guests quickly and coordinated timely service to minimize table wait times.
- Resolved customer complaints promptly, escalating larger operational concerns to management.
- Trained and mentored large wait staff teams, offering support and guidance to increase service efficiency.

Swissport International LTD – (Sales Executive, Cap Town, South Africa 2012)

- Trained staff on best practices to achieve optimal productivity
- Built focused new client networks, growing business opportunities and increasing revenue possibilities.
- Effectively handled daily customer meetings, sales calls and account management tasks, improving sales team efficiency.
- Fostered positive relationships with customers to enhance loyalty and retention

ACHIEVEMENT & AWARDS

- Basic Food Hygiene Training Course
- UAE Driving License
- Leaving School Certificate
- Ample –Link Catering & Fashion School Certified
- TSI Quality Service Person –in- Charge Award (PIC)
- EOSH UK Approved Training Provider Northern Institute of Food Safety and Hygiene
- 2023 Best Manager of the Year Khaleej Times

DECLARATION

I hereby declare that the information is correct and complete to the best of my Knowledge and belief.