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|  | **Helina Aklilu Demeke**  Le Mirage Bin Mahamoud, Doha, Qatar (willing to relocate)  Contact Number: +97470151098  Email ID Helinademeke72@gmail.com |

**OBJECTIVE**

Organized, proactive, and confident individuals with over 17 years of experience in customer service, food and beverage operations, and housekeeping. Seeking a Fitness Center Clerk position where I can apply my excellent interpersonal skills, attention to detail, and customer-focused approach to support a safe and welcoming environment for guests and members.

**PROFESSIONAL PROFILE**

* 17 years of professional experience in high-volume hospitality and guest service environments
* Skilled in customer relations, scheduling, cleanliness, and front desk duties
* Proven ability to manage multiple tasks while maintaining quality and service standards
* Strong understanding of safety, cleanliness, and facility upkeep
* Fluent in English and Amharic
* Reliable, fast learner, and highly organized

**WORK EXPERIENCES**

# Ethiopia Hotel – Waitress / Housekeeping) Feb 2023 – Jul 2025

# Duties, Accomplishments and Related Skills:

* Greeted and served guests professionally in a busy hotel environment
* Delivered food and beverages efficiently and ensured guest satisfaction
* Maintained cleanliness and hygiene standards in dining and guest areas
* Assisted with housekeeping duties and shift support tasks

**Yod Abyssinia – Waitress / Cashier / Customer Service** Jun 2019 – Dec 2023

# Duties, Accomplishments and Related Skills

* Delivered excellent customer service and handled cashier responsibilities
* Supported lounge and bar service, linen exchange, and event setup
* Maintained inventory and assisted with facility cleaning and maintenance

**Sheraton Hotel – Administrative Assistant** Jan 2010 – Jan 2019

# Duties, Accomplishments and Related Skills

* Provided full administrative support to leadership and staff
* Prepared reports and presentations using MS Office Suite
* Scheduled meetings and managed departmental documentation
* Supported process improvements and adhered to hotel standards

**Great Rift Valley Lodge and Golf Resort – Food Service** Nov 2018 – Feb 2020

**Duties, Accomplishments and Related Skills**:

* Served food and beverages while ensuring high presentation standards
* Maintained a clean dining area and followed health department regulations
* Delivered excellent guest service in a resort setting

**Lalibela Resort – Food Service**  2015 – 2017

# Duties, Accomplishments and Related Skills

* Greeted guests, took orders, and promoted daily specials
* Prepared tables, ensured hygiene standards, and upsold menu items
* Checked IDs for alcohol service and ensured responsible hospitality practices

**EDUCATION AND PROFESSIONAL DEVELOPMENT**

* **College- Thika Institute of Business Studies**

2013 – 2015 Diplomain hotel and catering management

* **Kokebe Tsibah secondary School**  2009-2012 KCSE certificate

**CREDENTIALS**:

**Servsafe certification Feb 2023**

**PROFESSIONAL REFERENCES:**

References are available upon request.

**Deceleration:**

All information written above is correct and true to the best of my knowledge.

Helina Aklilu Demeke