RADWAN SAMEH SEDER

Operations Manager

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PROFESSIONAL SUMMARY

Results-driven Operations Manager with over 7 years of experience in high-volume hospitality environments. Proven track record in optimizing operational workflows, enhancing customer satisfaction, and leading cross-functional teams to achieve business objectives. Expert in staff development, health and safety compliance, and strategic performance management. Committed to driving organizational growth through process improvement and excellence in service delivery.

KEY CAREER HIGHLIGHTS

- Increased staff productivity by 20% through the implementation of comprehensive training programs and structured mentoring.
- Improved customer satisfaction ratings by 15% by streamlining service protocols and resolving complaints with a 95% resolution success rate.
- Reduced operational overhead by 10% through rigorous inventory management and maintenance check protocols.

WORK EXPERIENCE

Floor Supervisor • Albeiruti — 04/2026 – Present

Amman, Jordan

- Direct daily floor operations to ensure seamless service delivery and high-quality customer experiences.
- Manage team schedules and performance metrics to ensure optimal staffing levels during peak operational hours.
- Implement company policies and service standards to maintain brand consistency and operational excellence.
- Facilitate team communication through regular briefings to align staff with daily business objectives.

Assistant Manager • Rusafa — 03/2025 – 03/2026

Madina El Monawara, Saudi Arabia

- Spearheaded recruitment and onboarding processes, ensuring the acquisition of high-caliber staff members.
- Orchestrated performance appraisals and career development discussions to foster a high-performance culture.
- Managed operational audits and report generation, ensuring 100% compliance with internal and external standards.
- Optimized sales performance by monitoring KPIs and adjusting operational strategies in real-time.
- Maintained rigorous health and safety compliance, ensuring a secure environment for staff and patrons.

Supervisor • Huqqabaz Restaurant — 01/2023 – 01/2024

Amman, Jordan

- Directed day-to-day operations, ensuring a smooth workflow and high standards of service delivery.
- Resolved complex customer grievances, restoring brand trust and increasing repeat business rates.
- Delegated tasks effectively to balance workloads, resulting in a 15% increase in team productivity.
- Monitored employee attendance and performance, providing constructive feedback to drive professional growth.
- Collaborated with kitchen staff to streamline order delivery processes and minimize wait times.

Team Leader Waiter • PAUL Restaurant — 01/2020 – 01/2022

Amman, Jordan

- Led a team of service staff to ensure high standards of customer satisfaction and dining excellence.
- Facilitated monthly training sessions to enhance staff performance and service quality.
- Managed customer inquiries and orders efficiently, ensuring accurate and timely service delivery.
- Reduced workplace conflicts through proactive communication and effective negotiation skills.

Chef • Rawan cake 11/2017 – 07/2019

Amman, Jordan

- Executed daily culinary duties with precision, ensuring consistent quality and adherence to recipes.
- Maintained high standards of kitchen cleanliness and safety, complying with food hygiene regulations.
- Collaborated with the team to meet production deadlines and maintain inventory levels.
- Demonstrated adaptability by quickly learning new techniques to improve kitchen efficiency.

CORE SKILLS & EXPERTISE

Core Technical Competencies: Customer Relationship Management • Inventory Control • Staff Scheduling • Operational Auditing • Performance Appraisals

Tools, Software & Systems: POS Systems • Reporting Software • Microsoft Office Suite

Quality & Industry Standards: Food Safety • HACCP • Sequence of Service • Health and Safety Compliance

Leadership & Management: Team Mentorship • Conflict Resolution • Strategic Planning • Time Management • Crisis Management

EDUCATION

Hotel Management • Ammon Applied University College Ongoing

Amman, Jordan

Accredited & Verified

LANGUAGES

Arabic (Native) • **English** (Professional Working Proficiency)