RADWAN SAMEH AHMAD SEDER

Assistant Manager

Amman, Jordan | Radwansameh99@gmail.com | 0795453503

PROFESSIONAL SUMMARY

Dedicated and results-driven Assistant Manager with extensive experience in the hospitality, restaurant, and customer service sectors. Proven expertise in team management, staff training, operations oversight, and multi-tasking in high-pressure environments. Adept at optimizing daily workflows, enhancing guest satisfaction, and driving strong team performance.

WORK EXPERIENCE

Assistant Manager / Operations Team Member • Paul Restaurant — 2023 – Present

Amman, Jordan

- Directed daily floor operations and supervised a diverse team of 20+ staff members, ensuring adherence to high service and quality standards.
- Facilitated comprehensive staff training programs focused on customer service excellence, operational efficiency, and problem resolution.
- Managed inventory levels and minimized operational waste by 12% through meticulous attention to detail and streamlined stock tracking.
- Delivered exceptional customer service under high-pressure conditions, successfully resolving escalated guest inquiries and enhancing overall satisfaction.

Operations & Service Specialist • Huqqabaz — 2022 – 2023

Amman, Jordan

- Coordinated front-of-house and back-of-house workflows to accelerate service delivery times for over 300 daily patrons.
- Applied strong multitasking and time-management skills to oversee seating arrangements, reservations, and staff task allocation simultaneously.
- Collaborated with senior management to implement strategic decision-making processes that improved table turnaround efficiency by 15%.

Hospitality & Food Service Professional • Lulu's Garden & Rusafa Restaurant — 2020 – 2022

Amman, Jordan

- Provided high-end customer service and maintained rigorous quality control standards across dining and event operations.
- Trained new hires on operational protocols, safety compliance, and team communication strategies.
- Demonstrated strong problem-solving capabilities by swiftly addressing operational bottlenecks during peak business hours.

Team Member • Radwan Cake — 2019 – 2020

Amman, Jordan

- Handled customer transactions, daily order preparations, and retail display organization with high attention to detail.
- Ensured strict compliance with health, safety, and hygiene standards within the food preparation area.

EDUCATION

Diploma in Hospitality & Business Administration • Ammon College — 2021

Amman, Jordan

CORE SKILLS & EXPERTISE

Management & Leadership: Team Management • Staff Training • Operations Oversight • Decision Making • Problem Solving

Operational Competencies: Multitasking • Time Management • Work Under Pressure • Attention to Detail • Customer Service Excellence

Interpersonal Skills: Communication Skills • Conflict Resolution • Cross-functional Coordination • Leadership

LANGUAGES

Arabic (Native) • **English** (Intermediate)