

Menna Allah Samir Ahmed

Professional Summary Dedicated and versatile hospitality and customer-service professional with experience leading café operations, managing teams, and building positive client experiences. Skilled in day-to-day operations, problem solving, and service quality.

Personal Information

- Name: Menna Allah Samir Ahmed
- Address: 1 Sharif Street, off 17th Street, Al Ahram, Korba, Heliopolis
- Phone Number: 01143775429
- Email: marooroo102@gmail.com
- Date of Birth: 11-02-1998
- Place of Birth: Heliopolis
- Gender: Female
- Nationality: Egyptian
- Marital Status: Single

Education and Qualifications

- Diploma in Tourism and Hotels (Jan 2013 - May 2016)
 - Talaat Harb, Cairo

Core Skills

- Customer Service: Providing attentive service, resolving issues, and ensuring customer satisfaction.
- Café Operations: Managing daily operations, service standards, stock, and cash handling.
- Team Leadership: Coordinating staff, assigning tasks, and supporting smooth workflow.
- Communication: Strong verbal communication and customer-relations skills.
- Problem Solving: Identifying operational challenges and resolving them efficiently.
- Microsoft Office: Proficient in Word, Excel, and PowerPoint.
- English Language: Basic to intermediate proficiency.

Work Experience

- Café Manager (Nov 2025 - Jun 2026)

- Privilege Café, Fifth Settlement, Cairo

- Managed all daily café operations, including opening and closing, staff coordination, stock follow-up, and service quality.
 - Handled customer relations, responded to feedback, and resolved service issues to maintain a positive guest experience.
 - Supervised the team and ensured a clean, organized, and efficient working environment.

- Manager & Customer Service (Jan 2022 - Dec 2024)

- Michael's Library, Cairo

- Managed day-to-day library operations and supported customers with inquiries, requests, and issue resolution.
 - Delivered friendly customer service while coordinating tasks, organizing materials, and maintaining smooth workflow.

- Hall Captain (May 2020 - Jul 2022)

- Quinoa Sushi Restaurant, Nasr City

- Supported service operations, coordinated staff, and ensured guests received attentive service.

- Buffet Attendant (Jan 2018 - Oct 2019)

- Mobile Photography Location, Cairo

- Prepared and maintained buffet service while assisting guests professionally.

- Online Marketing (Jan 2022 - Feb 2023)

- Ahmed Motors Company, Cairo

- Supported online marketing activities and customer communication.