

# TESFALEDET SAHLU

## Background Information

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Name: Tesfaledet Sahlu Zergaw

Date of Birth: Jan, 7/1992

Nationality: Ethiopia

Marital Status: Single

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## Overview

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I have graduated from reputed higher learning institution in Arbaminch University Ethiopia, with **BA Degree in Tourism Management**. Consequently, I have done **Master of Business Administration (MBA)** from CPU College Addis Ababa, Ethiopia. This is to inform you that I am interested in your venerated Hotel. My detailed experience, BA and MBA, Endeavour where I acquired service qualities, skill, practical know how and capability to adapt in various situations.

I believe I will be a good addition to your company that you are looking potential candidates for this competitive industry and I need to note that I can be shaped to any organization culture shortly.

## Core Strengths

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- Active listening skills
- Sharp problem solver
- Courteous character
- Energetic work attitude
- Adaptive team player
- Proactive nature

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## Personality Traits

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- Integrity
- Self-Confidence
- Determination
- Intelligence
- Sociability

## Research Projects

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- Comparative Assessment on Conference Tourism Service and Quality between Jupiter International Hotel and Debre Damo Hotel Addis Ababa, Ethiopia. A research project conducted for the partial fulfillment of a requirement BA Degree in Tourism Management, Arba Minch University Department of Tourism Management.
- The Effect of Service Quality on Customer Satisfaction: Case of Selected four Star hotels in Addis Ababa, Ethiopia. A Thesis conducted to the School of Graduate Studies of CPU College in Partial Fulfillment of the Requirements for the Award of Degree of Master, Business Administration (MBA).

## Educational Background

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- Bachelor of Arts, Degree on Tourism Management; with CGPA of 3.06 from Arba Minch University – Arba Minch, Gamo Gofa, Ethiopia.
- General MBA, Master of Business Administration; with CGPA of 3.68 from CPU College Addis Ababa, Ethiopia.

## Work Experience

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Title: Guest Service Agent Company: Wassamar Hotel	Duration: Jan 2015 to Jul 2015
Title: Guest Service Agent Company: Washington Hotel	Duration: Jul 2015 to Jan 2016
Title: Airport Representative Company: Intercontinental Hotel Addis	Duration: Feb 2016 to April 2018
Title: Guest Service Agent 2018 Company: Best Western plus Addis Ababa	Duration: April 2018 to November

Title: Self Employed  
2019

Duration: December 2018 to July

Title: Housing/Front Office Assistant  
Company: international Livestock Research Institute (ILRI)

Duration: July 2019 to Current

## Skills

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- Cash handling
- Professional and friendly
- Careful and active listener
- Multi –tasking
- CNET & Opera (ORACLE HOSPITALITY) Software's

## Certificates and Award

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■ Certified for Successful Completion of 40 Hours Leadership Training Organized by Addis Ababa University (AAU) School of commerce, From October 20<sup>th</sup> – November 4<sup>th</sup>, 2018.

■ Certified for successful completion of 16 Hours Basic Management Skills Training Organized by Addis Ababa University (AAU) School of Commerce, From October 13-14, 2018.

■ Certified for the Successful Completion of 23 hours Basic English Skill Training organized by Arbaminch University Department of English Language and Literature, English Language Improvement center (ELIC) under the auspicious of Institutional quality Enhancement office. From 19 Nov, 2012 – 06 Dec, 2012.

# **TESFALEDET SAHLU**

■ Certified for the Successful Completion of 24 hours Advanced Speech at College and work Place, Training organized by Arbaminch University Department of English Language and Literature, English Language Improvement center (ELIC) under the auspicious of Institutional quality Enhancement office. From 09 May, 2014 – 11 May, 2014.

■ Certificate of Competency (CoC) Hotel Operation Level 1, Given By City Government of Addis Ababa Occupational Competency Assessment and Certification Center (OCACC).

■ Certified for Participant and Co-Organizer of Event 2006, which is held from Dec 27, 2013 – Dec 29, 2014 at Arbaminch University Chamo Campus.

■ Certified for Extra Curricular Activity, for Arbaminch University Department of Tourism Management.

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## References

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■ Mr. Dagnachew Leta

Position: former lecturer at Arbaminch University and PhD. Candidates at the university of Hong Kong department of Hotel Management.

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■ Mr. Alazar Assefa

Position: Front office Supervisor at Wassamar Hotel, Addis Ababa.

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■ Mr. NigussieNegassa

Position: Front Office Manager at Washington Hotel, Addis Ababa.

Email: [Nigussie.Negassa@gmail.com](mailto:Nigussie.Negassa@gmail.com)

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■ Mr. Berhanu Kebede

Position: Housing / Conferencing Unit Supervisor at International Livestock Research Institute (ILRI)

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■ Mr. Amir Seid

Position: Revenue Manager at Best Western Plus , Addis Ababa. Email:

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