**Curriculum vitae**

**Zerihun kassaye**  **Adresse:**

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Professional summary

Friendly sales manager with an experience of ten consecutive years in different companies, Ethiostar Translation and Localization, Canal+ Ethiopia, Monpays Tour and travels, Ethiopian airlines, and different national and international travel companies...

I am a francophone (tri-lingual), I speak and write fluently English, French and Amharic, I studied my primary and secondary education in Lycée Guebre-Mariam Addis Abeba and pursued my higher education in France university of Poitiers by business administration and information system.

Whilst committed and articulated translator and interpreter with an excellent communication skill and writing skills with a high level. I am also a teacher and mentor for communication manager, operation manager, sales representative, project manager, office manager, tour operator manager, of customer and employee-oriented commitment. Multi-skilled with the ability to plan, develop and manage product or services within a scope of territory. Monitoring, evaluating and developing existing and new customers through ethical sales methods and consistent high customer services, customer care and customer follow up. Therefore, achieving weekly, monthly, quarterly, Bi-annual, and annual goals, using the TPI/KPI or, the Team Performance Indicator/ Key performance indicator and or using other evaluations methods. Possessing a good team spirit and a leader, I have a major role in playing a good motivating actor. As well as, the ability to succeed in a demanding sales environment and generating as needed new information for customers. As a friendly communication, operation, sales, tour operator manager, with an experience of 10 (ten) consecutive years in different companies like Ethiostar translation and localization, Canal+ Ethiopia, travel companies like Monpays Tours, including the ETHIOPIAN AIRLINES and other international travel companies like TUI.

 A result drives from a long year experience through on Job training and updating my self through different articles and manual, very well documented, educated and my fluency in the three languages played a major role to master all the filed areas of the business administration, especially in the Sales, Marketing and Finance field as well as by staff and sales team managing. Thus, I acquired and establish a very good savoir-faire in the Sales, Marketing and Finance as well as on communications and relationships with teams and staff. I traveled within the different cities of Ethiopia for the purpose of managing and supervising different socio-economic projects. Hence, I developed an exceptional communication and managerial skill.

 **My fluency in languages especially in French and English helped me convincing all clients from France, Canada, Swiss, and all other francophone countries, to be a potential customer while working with different national and international travel companies, as well as to travel in various European cities.**

**I generate a strategic communication process that builds mutually beneficial relationships between the company and or organizations teams and or employees and the other side the esteemed customers**.

As an operation and sales manager, I enhanced or build positive reputations through the media, social media, radio, television and company websites by a self-produced communications based on the actual facts.

I communicate and generate company information for customers with a high quality communication output in **French** and **English** languages.

 In addition I am working with different translation companies, to translate and to do interpretation in meetings including in the UNECA meeting halls. I translate documents from Amharic/ French/ English and Vice-versa.

This talent of mine is a big asset for the Blue space, for outputting a high quality of communication to the internal stakeholders as well as the external.

Now looking forward, to make a significant contribution in an ambitious and exciting company that offers a genuine opportunity for progression for a tri-lingual like me.

**Duties**

**Arcenciel**

June 2022

* Interpreter of French/English and Vice-versa for various meetings held at Addis Abeba for the IGAD, AMICOM, water and energy resources management, AfDB….

**Ethio-Star Localization and translation**

April 15- August11/2022

* Operation manager and team leader
* Preparing various price quotation for different international organizations like The UNDP, IOM, IRC …
* Assuring all accomplishment of daily, weekly, monthly target
* Following up progress on freelance translators for each assigned task
* Project management
* Following up with cooperate clients if their need is accomplished by our services, as well as on the collectable invoices
* Public relation: by outputting different valuable information for the targeted customers,
* Analysis of different information, then compiling all information gathered to diffuse via different medias.
* Translation of different kind of documents: Judiciary, financial, studies…
* Interpretation in all meetings held at Lycée Guebre-Mariam French – Amharic and Vice-versa.
* Interpretation in all meetings of the institute of Pastor, from French to English and Vice-versa, from Amharic to French and or English and Vice-versa.

**Canal+ Ethiopia**

Feb 15/ 2021-March 30/2022

* Translator, interpreter, voice-over…
* Communication responsible, working on different kind of advertisements to promote the new French company Canal+ in Ethiopia, almost all advertisements (banners) you see around the city of Addis Abeba are chosen by me.
* Canal+ sales project manager supervisor
* Canal+ sales supervisor
* Canal+ sales team leader
* Monitoring, evaluating, planning, predicting sales
* Report daily sales activities
* Predicting sales, analyzing the SWOT
* Fixing daily, weekly, monthly target to sales team
* Data analyst, collecting all the information required to create a request for customers .Hence developing new services/ products
* Work in accordance with stock managers, sales directors, finance managers/ teams
* Constantly developing existing sales process which will generate sustainable growth for the company
* Lead a team with a cost effective management.
* Supervising and coordinating sales team
* Managing around 30 sales clerks under my management skills
* Find out problems, analyzing it and make immediate decisions according to the company policies
* Increase sales by putting different inputs and using different sales techniques
* Contacting prospective clients by phone and e-mail;(cold call, or personal visit)
* Identify potential sales areas….
* These are some of my daily tasks I have done

**Travel agencies**

July 2011- March 2019

* Generating regular news feed and new travel plans for customers of Monpays tours, in French language.
* Tour operator manager
* Project manager, project captain
* Tour Operator, Tour guide, reservation for hotels and plane tickets, four wheel drive car rentals…
* Organizing Itineraries for individuals as well as big entity travel agencies based in: (France, Belgium, Swiss, Canada, North America)
* Managing of 20 group of travelers each team containing 15-20 individuals within a time frame.
* TRANSLATING for all tourists, from Amharic to French, from French to Amharic. Also from English to French, and from French to English.
* Team leader.
* Supervising and coordinating team.
* Logistic development, planning, distribution, Developing, Improving
* Attending TPI/KPI or team development Indicator.
* Managing, directing, direct and indirect employees and stakeholders.
* Giving update information for shareholders and stakeholders (internal and external)
* Constantly developing existing sales process which will generate sustainable growth.
* Collecting all the information required to create a request for an estimate.
* Involved in developing sales and pricing strategies.

**TUI travel company (international company based in Paris)**

* Producing news and information for a wide range of public based on actual plan.
* Contacting prospective clients by phone and e-mail;(cold call, or personal visit)
* Identifying customer’s need
* Dealing with a diverse range of travel companies from aboard (France,Belgium, Canada, north America)
* Offering Insight of companies’ product.
* Identifying Potential market and developing a new adapted strategies to the environment or the social community.
* Re adapting our Working environment of the company to the COVID-19 situation.
* Excellent field know how on all different Cities of Ethiopia.

**Trainings**

* Project management
* SDL/ TRADOS software
* SAPINII
* French/English/Amharic interpretation

**Key skills and competencies**

* Advanced level in Microsoft Suite
* Outstanding in Sales, Marketing, Finance, Communications and managerial skills.
* Adapting negative reputation on any company and converting to a positive feedback or opportunity.
* A passionate to conduct a SWOT analysis
* Solve different conflicts between employees
* Understand the market and generating new public communications for helping controlling the market.
* Scholar on sales, communication, marketing and management.
* Mobility throughout the country.
* Good listening, Respectful, Patient, disciplined.
* 3rd degree diving licence (Niveau C), light truk or 4WD
* Exceptional skills of explaining in details new internal policy of the company for employees….

**Achievements**

* **Interpret level A.**
* **Achieved plenty of times monthly sales target.**
* **Documentary movies for the French channel France2.**
* **Documentary movies for ARTE**
* **Reaching our monthly target and augmenting our target by 50% by the year of 2018 thus rewarded as one of the best employee**
* **Invited in France, because of my outstanding organization of many trips for French travel agencies**

**Educational background**

* 2019: Updated Delf-Dalf level C2
* 2017: diploma from the federal republic of Ethiopia of Tourism (C.O.C) levelIV competency against the national occupational standard for tourism level.
* 2011: Bachelor degree of business administration and information system from Addis Abeba University College of commerce.

Management degree from university of France Poitiers

* 2010 : Management and economics diploma from France university Poitiers
* 2008 : Baccalauréat from Lycée Guebre Mariam
* 2007: Diploma of Delf-Dalf (advanced language of written and spoken of french language C1)

**Language**

* **French: fluent** in written, reading, speaking;
* **English: fluent** in written, reading, speaking;
* **Amharic:** mother tongue
* Beginner level Of the local languages other than Amharic Tigrigna

**References**

* Mr.Brook Beyene CEO of Ethiostar translation and localization; e-mail: Brook\_beyene@ethiostarlocalization.com Tel 0911604573
* Alexis Maulin; e-mail: Alexis.maulin@bruh-entertainment.com tel: +251993520548.
* Paul Mathou General tour operator manager and project captain at TUI travel (French and Dutch international company); e-mail: paul.Mathou@tui.fr paul.mathou1@gmail.com

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