

El-Faris Adil El-Safi

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Target Positions:

- Assist Manager.
- Customer Service.
- Supervisor
- Dive Master
- Coordinator.
- Barista
- Events Planner.
- Marketing & Social Media
- Photographer

Personal Information:

- **Nationality:** Sudanese.
- **Marital State:** Single.
- **Date of birth:** 11/5/1990.

Profile Summary:

Highly motivated and results-driven professional with extensive experience in administrative roles, dive operations, and customer service. With over 7 years of experience in the diving industry, I possess strong leadership and organizational skills, demonstrated through my roles as Dive Master, Dive Assistant Manager, and Customer Services Representative. I excel in managing office operations, coordinating dive activities, ensuring safety protocols, and providing exceptional customer service. Known for my ability to handle multiple tasks efficiently, I have a proven track record of enhancing operational efficiency, promoting environmental awareness, and fostering positive relationships with clients and colleagues. My strong communication and interpersonal skills, combined with a deep passion for diving and marine conservation, make me a valuable asset to any organization.

Education:

- Master degree in LAW
Makerere University • Uganda • 2009
- Microsoft Office Diploma
- Advanced Hospitality Services

WORK EXPERIENCE:

El Mahara – Diving Center – Abu Dhabi - UAE - Jan 2024 – Oct 2024

Diver Master

- Conduct guided dives and ensure the safety and enjoyment of all divers.
- Provide detailed dive briefings and debriefings.
- Assist in dive shop operations, including equipment maintenance and customer service.
- Conduct diving courses and assist instructors with various levels of dive training.
- Monitor weather conditions and dive site environments to ensure safe diving conditions.
- Maintain accurate dive logs and records.
- Provide emergency first aid and rescue services as needed.

- Promote environmental awareness and responsible diving practices.
- Lead underwater tours and provide information about local marine life and dive sites.

Desert Divers – Scuba Zone -Dahab - Egypt • Oct 2022 – Dec 2023

Dive Master

- Guide divers on underwater tours, ensuring their safety and enjoyment.
- Assist with diver training and certification programs.
- Conduct dive briefings, outlining dive plans and safety procedures.
- Inspect and maintain diving equipment to ensure it is in safe working order.
- Monitor divers' air supply and no-decompression limits during dives.
- Provide surface support, including assisting divers in and out of the water.
- Record dive logs and report any incidents or equipment issues.
- Conduct underwater photography and videography for guests.
- Educate divers on local marine ecosystems and conservation efforts.
- Ensure compliance with all diving regulations and standards.

Desert Divers – Dahab - Egypt • Jan 2019 – Oct 2022

Dive Assistant Manager

- Assist the Dive Manager in overseeing daily operations of the dive center, including scheduling, staffing, and customer service.
- Coordinate and lead dive trips and courses, ensuring safety and adherence to dive protocols.
- Supervise dive staff, providing training, support, and performance evaluations.
- Manage inventory of dive equipment, ensuring proper maintenance, storage, and repairs.
- Handle customer inquiries, bookings, and complaints, ensuring a high level of satisfaction.
- Assist in developing and implementing marketing strategies to attract new customers.
- Maintain accurate records of dive activities, certifications, and equipment logs.
- Ensure compliance with local and international dive regulations and standards.
- Monitor financial performance, assist in budget preparation, and manage expenses.
- Promote environmental awareness and sustainable diving practices among staff and customers.

Orange • Egypt (Mobile network Operator Company) • Jan 2012 Mar 2015

Customer Services Representative

- Answering calls solve billings & invoices problems, change data, quotations and service issues.
- Inform customers about the payment methods, service, offers, branches & working hours.
- Helping customer in technical Problems, offered advice and assistance to customers.
- Selling new products and inform customers how to use it.
- Handling complex cases and follows up with customers until we solve the problem.

Supervisor & Barista

Sunset Restaurant and Coffee Shop -Dahab south-Sinai-Egypt – Apr 2015 –May 2018

- Led a team of baristas, ensuring high-quality customer service and efficient operations.
- Managed scheduling, inventory, and daily cash handling, improving overall workflow.
- Developed training programs for new baristas, enhancing team performance and service consistency.
- Implemented sales strategies that increased monthly revenue by 15%.
- Prepared and served a variety of coffee and tea beverages, maintaining quality standards.
- Provided exceptional customer service, fostering a welcoming environment for patrons.
- Assisted in maintaining cleanliness and organization of the shop, ensuring compliance with health regulations.
- Collaborated with team members to achieve daily sales goals and improve customer satisfaction.

• **SKILLS & Competences**

- Excellent communication and interpersonal skills
- Strong multitasking abilities in a fast-paced environment
- Knowledge of coffee brewing techniques and equipment
- Proficient in point-of-sale (POS) systems
- Ability to work collaboratively within a team

SKILLS & Competences

- | | | |
|------------------------------------|-----------------------|----------------------|
| • Administrative. | • Communication. | ▪ Presentation. |
| • Public Relation. | • Motivation. | ▪ Problem Solving. |
| • Teamwork. | • Customer Service. | ▪ Critical Thinking. |
| • Adaptability to Diverse Systems. | • Result Orientation. | ▪ Decision Making. |

SKILLS & Competences

- Strong understanding of dive theory and safety procedures.
- Excellent communication and customer service skills.
- Ability to handle emergency situations calmly and efficiently.
- Physically fit and capable of handling strenuous activities.
- Passion for diving and marine conservation.
- Strong leadership and problem-solving skills.
- Experience in leading and managing groups of divers.
- Excellent swimming and diving skills.
- Ability to work flexible hours, including weekends and holidays.
- First Aid and CPR certification.

Certificates & Courses:

- Dive Master – **PADI**
- Rescue Diver – **PADI**
- Advanced Open Water – **PADI**
- Primary Care (CPR) & Sec Care (First Aid) – **PADI**
- Open Water – **PADI**
- Free Diving Course - **AIDA**
- Microsoft Office Diploma – **Cairo**
- Advanced Hospitality Services - **Cairo**
- Marketing & Social Media - **Cairo**

Languages :

- **ARABIC** : Mother Tongue
- **ENGLISH** : Professional