



# YONAS SYOUM

Customer Service | Retail Management | Bilingual Translation

## Contact

### Phone

+251-988-654757

### Email

syoumyonas@gmail.com

### LinkedIn

[yonas-syoum](#)

### Address

Addis Ababa - Ethiopia

## Education

### Achievement Certificate

Softnet Computer Engeneering  
2000 - 2001

### High School Diploma

Coptic College  
1995 - 1996

## Skills

- Team Leadership
- Sales Strategy
- Inventory Conrol
- CRM
- Problem Solving
- Negotiation Skills
- Market Research

## Languages

- Arabic (Native)
- English (Fluent)

## Professional Experience

May 2017

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Aug 2023

### Admin Officer – Translation & UAE Gov't Services

Silver Star Documents Clearing LLC | Dubai - UAE

- Expertly translated documents between English and Arabic, ensuring accuracy, clarity, and appropriate cultural context.
- Processed a wide range of UAE government-related transactions, including visa applications, license renewals, Emirates ID services, and Labour Department documentation, with a focus on efficiency and compliance.
- Drafted and reviewed legal documents such as Memoranda of Association (MOAs) and Powers of Attorney (POAs) in both English and Arabic, ensuring legal accuracy and alignment with UAE regulations.
- Liaised with various Government Departments (e.g., DED, DM, RERA, Immigration) to track application statuses and ensure timely approvals.

Aug 2008

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Feb 2017

### Retail Store Manager

Falcon Home Entertainment Co. LLC | Doha - Qatar

- Spearheaded staff training, supervision, and performance evaluations to enhance team capabilities.
- Managed a team of 8 to ensure efficient operations, profitability, and exceptional customer service.
- Strategically identified store needs, addressed problems, and capitalized on opportunities to boost sales and gross margins.
- Analyzed data to pinpoint business opportunities and tailor store-specific strategies.
- Demonstrated a comprehensive understanding of key performance metrics to set strategic priorities and objectives.
- Implemented rigorous asset control measures to minimize shrinkage and prevent loss.
- Boosted sales by 15% year over year through comprehensive market research and targeted customer acquisition strategies.

Mar 2002

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Jun 2008

### Sales Associate

Hadera Kidane Jewellery | Addis Ababa - Ethiopia

- Addressed customer inquiries and fulfilled requests with exceptional interpersonal communication.
- Resolved daily customer inquiries.
- Met service needs effectively.
- Ensured customer satisfaction.
- Cultivated lasting client relationships through empathetic communication and tailored solutions