

Ali Sekou
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Outgoing
Detail-oriented
Problem solver

High critical thinker
Proficient at building and maintaining
professional relationships

EXPERIENCE

Assistant Store Manager, Hannaford, Manchester, NH 07/2020 to Present
Oversee the store daily operations: Coach, train and develop associates,
Enforce Food and workplace safety, Engagement and the development of others

Assistant Store Manager, Hannaford, Derry, NH 08/2019 to 7/2020
Oversee the store day to day operations, enforce standards, policies and strategies
Confer with company officials to develop methods and procedures to increase sales, expand
markets, and promote business

Retail Management Trainee (RMT), District 7, NH 06/2018 to 08/2019
Training was based on effective leadership competencies and learning all aspects of the retail
industry

Evening Operation Manager, Hannaford, Franklin, NH 04/2016 to present
Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts;
Monitor sales' activities to ensure that customers receive satisfactory service and quality goods;
Assign employees to specific duties and instruct staff on handling complicated sales;
Handle customers' and employees' complaints;
Enforce safety, health, and security rules;
Confer with company officials to develop methods and procedures to increase sales, expand
markets, and promote business

Manager, Papa Gino's Restaurant, Gilford, NH 07/2015 to 04/2016
Provided customer service by greeting customers and responding to inquiries and complaints;
Ordered and purchased food, equipment, and supplies;
Interviewed, hired, trained, oriented, and scheduled associates; coached when appropriate;
Maintained inventory

Intern, Lakes Region Tourism Association, Tilton, NH 02/2017 to 05/2017
Shadowed managers of each department to become familiar with each job and its expectations.
Intern, Courtyard by Marriott, Concord, NH 03/2015 to 05/2015 Greeted and registered guests,
took complaints and worked toward resolutions, focused on customer satisfaction, answered
phones, made reservations

Associate and Language Representative, Home Depot, Concord, NH 05/2012 to 05/2015
Assisted customers to find merchandise, supported colleagues with problem-solving for customers, promoted products, and cheerfully interacted with the public

Security Guard, US Embassy, Niamey, Niger 04/2010 to 02/2012

- Inspected individuals and vehicles prior to entering the embassy compound;
- Secured residences and personal property of the ambassador and diplomats;
- Escorted guests of the embassy for visa interviews and other business-related activities

Manager, Department of Tourism-Ecotourism, Bitinkodji Tourism Sites 07/2007 to 04/2010

Interacted with various international organizations in Africa in order to familiarize them with regional

activities and events and then planned and implemented tours and activities specific to their needs;

Managed major tourist sites in Niger, West Africa, implemented marketing and public relations campaigns;

Responded to inquiries pertaining to the sites, policies, and services and resolved residents' or tourists' complaints

SKILLS

Languages: English (fluent), French (fluent), Fulani (native), Zarma (fluent), Hausa (advanced)

Software: Counter/Reconciler, MS Word, MS Excel, MS PowerPoint, Outlook

EDUCATION

Master's degree in Community Development Practice and Policy 05/2020

Carsey School of Public Policy-UNH, Durham, NH

Bachelor of Arts, Tourism Management & Policy

Minor: Political Science

Plymouth State University, Plymouth, NH

Associate of Science, Hospitality and Tourism Management

NHTI, Concord Community College, Concord, NH

Certificates, Hotel and Catering Industry

Higher Institute of Management (ISG), Niamey, Niger West Africa The Community College

Student Leadership Association (CCSLA) Certificate of Appreciation (NHTI Student Senate)

National Registry of Food Safety Professionals (Food Safety Manager)

VOLUNTEER

Board Member

ORIS-Organization for Refugee and Immigrant Success 09/2019 to Present

NAA-New American African a non-profit organization 03/2018 to 09/2019

Boys and Girls Clubs

Student Senator

Member of Concord Young Professionals

Common Man Apprentice competition

Northern Vice President of Phi Theta Kappa, international honor society of the New England Region

AWARDS

Outstanding Graduating Senior Award in Tourism Management and Policy President's List

Second Year Outstanding ESOL Student Award

Dean's List

Honors Scholar

Member of Pi Sigma Alpha: International Political Science Honor Society Member of Gamma

Theta Upsilon: International Geographical Honor Society Member of Phi Theta Kappa:

International Honor Society