

PROFESSIONAL SUMMARY

I'm a customer-focused professional with a strong work ethic and a passion for delivering great service. With over two years of experience in busy hospitality and retail environments, I bring energy and a positive attitude to every task, whether working alone or as part of a team. I excel in customer service, communication, problem-solving and time management. Skilled at multitasking and handling inquiries, I efficiently manage tasks even during peak hours. I'm excited to join a dynamic team where my dedication and attention to detail can make a positive impact.

WORK HISTORY

Front of House, Nur Cafe (2025 - Current)

- Supported team members during peak hours to maintain smooth service and guest satisfaction.
- Greeted customers and provided attentive service in a busy café environment.
- Accurately processed cash and card transactions using POS systems, maintaining accuracy under pressure and during peak hours.

Front of House & Bartender, Zizzi (2024 - 2025)

- Greeted guests, managed reservations and seating flow to deliver a welcoming, on-brand experience.
- Prepared and served a wide range of cocktails, wines, and beverages with speed, accuracy, and presentation in line with brand standards.
- Collaborated with kitchen and service teams to maintain smooth front-of-house operations during peak service.

Senior Team Member, Greggs (2023 - 2024)

- Ensured daily store setup and smooth operations.
- Delegated tasks to optimize team productivity and efficiency.
- Adhered to company policies to ensure operational excellence

Server & Waiter, Tawa House (2017 - 2017)

- Took customer orders and recommended menu items to enhance dining experiences.
- Managed multiple tables in a fast-paced restaurant, ensuring timely service.
- Coordinated with kitchen staff to handle special requests and dietary needs.

KEY SKILLS

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|-----------------------|------------------------|-------------------|
| • Customer Service | • Teamwork | • Multitasking |
| • Attention to Detail | • Communication Skills | • Time management |

EDUCATION

Staffordshire University (2020 - 2023)

BSc in Computer Games Design, Upper Second Class Honours (2:1)

Luton Sixth Form College (2018 - 2020)

Psychology – C

Computer science – D

Sociology – D

Lealands Highschool (2014 - 2018)

GCSEs: 10 GCSEs graded 4-6 (including Maths & English)

ADDITIONAL

LANGUAGES: Proficiency in English & Urdu

LEADERSHIP: During NCS I managed a successful fundraising event, contributing towards the charity FOBE. Led a university group project at a high standard which was recognised by prestigious gaming industry company Rockstar Games.

INTERESTS: Gym, Gaming, Anime, Music, Coding