**Bolortuya Gombojav**

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**LinkedIn:** Click [HERE](https://www.linkedin.com/in/bolortuya730/) **Portfolio:** Click [HERE](https://10592256.wixsite.com/my-site-5)

**Summary:**

Diligent and customer-focused waitress with over 5 years of experience in the hospitality industry. Known for providing exceptional service and ensuring customer satisfaction. Skilled in multitasking, order accuracy, and maintaining a positive attitude in fast-paced environments. Proficient in taking orders, handling payments, and resolving customer inquiries efficiently. Committed to delivering memorable dining experiences and contributing to the success of the team.

**Soft Skills:** Customer Service, Order Taking, Payment Processing, Menu Knowledge, Team Collaboration, Problem Solving, Communication Skills, Time Management

**Technical Skills:** Python, C# , Web development (HTML, JavaScript), Database management , NET framework (MySQL), Operating systems (Windows, Unix), Data structures, algorithms, Cloud computing (AWS)

**Education:**

* Bachelor of Science in Computer Science (Dublin Business School) – Sept 2021 -Present
* English Course (IBAT College, Ireland) – Jan 2019- May 2021
* International Baccalaureate in Russian Language (KHPI, Ukraine) – Aug 2018- Sep 2019

**Work Experience:**

**Retail Supervisor, Reiss Brown Thomas, Oct 2022 (present)**

* Leads and supervises a retail team of 15, ensuring excellent customer service and meeting sales targets.
* Manages inventory, contributes to store layout optimization through visual merchandising.
* Develops and implements employee training programs.
* Oversees payroll and generates weekly trade reports.

**Waitress, Gogartys , Dublin, Ireland, Sep 2021- Oct 2022**

* Take accurate food and beverage orders and enter them into the POS system.
* Deliver orders promptly and accurately, ensuring customer satisfaction.

**Waitress, Temple Bar, Dublin, Ireland Sep 2020- Sep 2021**

* Demonstrated strong communication and interpersonal skills in a fast-paced environment.
* Ensured customer satisfaction through attentive service and prompt problem resolution.

**Waitress, Banyi Japanese restaurant , Dublin, Ireland Jan 2019- Sep 2020**

* Monitor the progress of orders and ensure they are delivered promptly to customers' tables.
* Check back with customers to ensure satisfaction and address any concerns or issues promptly.
* Collaborate with kitchen staff and management to ensure smooth service flow and resolve any issues that may arise.

**Languages:** Mongolian (native), Russian (Fluent), English (Fluent)

**Volunteer Work, Awards, Badges, Courses:**

* Red Cross Member Sep 2015- May 2017, Mongolia
* Young Journalist Sep 2014- May 2017, Mongolia
* Chandmani Complex Elderly Care and Support Sep 2010- May 2017, Mongolia
* Youth Mentorship Sep 2015- May 2017, Mongolia

**Professional Development:**

Completed courses on LinkedIn Learning, including:

* Excel Essential Training (Pivot Tables, ...)
* How to Speak So People Want to Listen

**Interests:**

* Dedicated fitness enthusiast, regularly attending the gym to maintain a healthy lifestyle.
* Avid reader, enjoying a diverse range of books to expand knowledge and foster personal growth.

**Additional Information:**

Completed the Graduate Work Readiness Program— an online course at Dublin Business School—focused on fostering teamwork, communication skills, attention to detail, problem-solving, initiative, and the ability to reference, with proficiency in these skills.

Completed comprehensive coursework and projects in various modules covering web development, programming fundamentals, data science, and more, showcasing proficiency in each area.

**References available upon request.**

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