

RUSHTINE MAE C.

REPANCOL

ASSISTANT STORE MANAGER



OBJECTIVE

To obtain a managerial position and utilized my 7 years' experience as a Shop Manager to play the role in the unlimited growth and success of organization. I would like to gain the necessary experience to hopefully become effective Manager of all services running across platform.

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Phase 2, Building 1-10B, Al Khail Gate, Al Qouz, Dubai

ABOUT ME

- Able to work effectively by multitasking fast paced physically demanding environment.
- Competent in all task given and seek feed backs to improve performance at work.
- Capable of assessing customers' need, building strong guest rapport and ensuring all customers receiving polite and engaging service experienced at all times.
- Able to do office work life specifying business goals and KPI's, managing inventory, cost control and preparing staff schedule.
- Able to heard a group, encourage them to work as a team and promote cooperation and commitment in achieving high performance towards our goals.
- Making compliance is delivered in line with the company policy and working procedure.

WORK EXPERIENCE



**ASSISTANT
STORE MANAGER**
Costa Coffee UAE 2013
up to present

- Manage and overseeing the daily operations of the Coffee Shop.
- Manage Inventory and daily ordering for the shop via computer and inspects deliveries.
- Responsible of cost control, tracked the monthly revenue and expenses of the Coffee Shop.
- Maintaining order of counter and displays to be appealing to the Guests.
- Train new employee and coach them in delivering unbeatable coffee experience and excellent customer service at all times to our customers.
- Maintaining a safe and cleaned work environment.
- Analyzed sales performance for daily, weekly and monthly basis to have an overview of the current state of the sales activities within the store.

CERTIFICATES

- **Barista Skills Training Programme**
March 25, 2014
- **Barista Maestro Programme**
August 5, 2015
- **Shooting Star Development Programme**
October 1, 2016
- **TSI Quality Services Person-in-Charge Award with Merit**
February 7, 2017

SKILLS

- **Effective Leader**
- **Coaching and Mentoring**
- **Inventory Management**
- **Employee Scheduling**
- **Detail Oriented**
- **Analytical thinking**

REFERENCE

Fai Francisco Miranda

Senior Store Manager
Costa Coffee
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