




SERGEN TASDIVAR

BUSINESS OWNER

 **CONTACT**

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 Brisbane, QLD

FORMAL QUALIFICATIONS

CERT II BUSINESS OFFICE SKILLS

B.E.S.T Centre NSW

2014

RSA

2011

CERT III HOSPITALITY

TAFE Queensland

2010 - 2012

CALAMVALE COMMUNITY COLLEGE

2009

SKILLS

- Effective communication skills
- Fast learner
- Multilingual
- Problem solving skills
- Attention to detail
- Strong work ethic and high level initiative
- Flexible and comfortable with change
- Work very effective in a high paced environment
- Ability to work in a team or independently

REFERENCES

TANER DURUST

- Business owner
 - The Kebab Shop Westend

JENNIFER BUCIUMAN

- Marketing manager
 - 35Th Street Turkish Street Food

SUMMARY

I am a food truck business owner with 10 years restaurant management and customer service experience with a focus on customer satisfaction, problem solving and leadership. I have proven ability to manage teams, create innovative strategies, and build relationships with clients and stakeholders alike. I am skilled in marketing, bookkeeping, administration and financial management. I am currently seeking to leverage my experience and expertise towards the next step in my career.

WORK EXPERIENCE

BUSINESS OWNER

35Th Street Turkish Food Truck | 2019 - 2023

- Business Banking, Payroll, Square Pay Experience
- Event planning; liaising with various stakeholders at all levels to achieve business goals/objectives & projections, event logistics, cost-benefit analysis
- Sole Head Chef; menu ideation, creation, testing and enhancing menu items
- Front of house; strong customer service & rapport building, first point of contact, using interpersonal skills
- Stock take; efficient and timely ordering, management of stock, quality control, uber eats management
- Bookkeeping, finance management, inflation adjustment
- Hired and managed an efficient group of 6
- Social Media Management; asset creation, paid targeted advertising, responding, acquiring new event leads
- Design: Created own POS assets - Posters, Menus, business cards, flyers

STORE MANAGER

The Kebab Shop Westend | 2014 - 2020

- Managing a team of 8
- Exceptional customer service; 4.5* Google & 4.9* Uber Eats
- Dealing with complaints in person and online
- Rostering schedules, stock ordering, delivery schedules

LABORATORY TECHNICIAN

Douglas Partners Pty Ltd | 2012 - 2014

- Sanitise lab & adhere to strict health and safety regulations
- Data entry working closely with field engineers
- Administration; invoicing, field support, compliance check

WAITER/BARTENDER

Ahmets Turkish Restaurant | 2010 - 2012

- Facilitated a section of 15
- Service of food and alcohol
- White glove service in a renowned, iconic restaurant