

YOUSSOU NDIAYE

CONTACT



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SKILLS

- Credit and cash transactions
- Store merchandise handling
- Customer assistance
- Cash counting
- Bilingual (fluent in Italian as well as English)
- Outgoing and enthusiastic
- Excellent verbal communication
- excellent time management

ACCOMPLISHMENTS

- I model for two agencies: Xdirectn in London and INDEPENDENT in Milan
- been a member of an organisation called Blackmindsmatter for the WCEN

LANGUAGES

Italian: First Language

Italian: C2
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Proficient

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Proficient

English: C2
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Proficient

Hardworking and reliable worker with strong background in operating cash registers, stocking merchandise and keeping areas clean and neat. Highly organised, proactive and punctual with team-oriented mentality. Motivated with two-year track record of success in providing exceptional service and sales support in busy and fast-paced environments. Offering exceptional communicational and managerial abilities. Strong team player committed to assisting co-workers and management with all activities necessary for store success.

EXPERIENCE

June 2022 - September 2022

Runner Boulevard, London

- Welcomed guests with polite and friendly manner, fostering positive experience.
- Supported bar team, finishing drinks with garnishes and running orders to accommodate busy shifts. Identified and resolved safety hazards to safeguard teams and products.
- Cleaned and organized workstations and common areas to increase efficiency.
- Logged daily duties in company logs, detailing hours works and materials used.
- Communicated tactfully to address and resolve customer dissatisfaction, relaying critical issues to management.
- Adhered to health and safety requirements related to safe food-handling and kitchen sanitisation.

Costumer Assistant Oxfam Charity Shop, London

- Helped customers on the shop floor and directed them to their desired clothing departments.
- organised clothes by department and colours.
- price-tagged clothing items
- un-packed various clothing donations and had to sort out which could be sold and which had to be disposed of.
- supervised customer behaviour in the shop floor

January 2020 - August 2021

Front Counter Cashier Burger King, London

- Smoothly processed incoming orders, handling over 100 transactions per day with exceptional accuracy.
- Worked overtime shifts to maintain optimal workflow during busy periods or times of unexpected high volume.
- Observed company return policy when processing refunds.
- Maintained high productivity by efficiently processing cash, credit and debit payments for customers.

January 2019 - August 2019

kitchen staff Mcdonalds, London

- Kept kitchen operations efficient and organised by storing kitchen supplies in designated areas.
- Prepared ingredients for dishes as requested by chefs, carrying out tasks such as peeling, chopping and washing.

- Kept operations running smoothly and efficiently by keeping workspaces organised, clean and ready for service.
 - Assisted in kitchen closing duties, carrying out tasks such as sanitation, calculating waste and organising stock for next day opening.
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EDUCATION

GCSEs

Springwest Academy, Feltham, HNS

- English literature- grade 6
- English language-grade 5
- spanish-grade 8
- combined science-grade 5:5
- Mathematics- grade 4
- Drama- grade 4
- English as a second language- grade 7
- Coursework in Travel and Tourism- Merit at level 2

Saint Francis Xavier sixth form college , City of London, LND

- Religious studies- grade A*
- Italian- grade A*
- psychology- grade A
- Sociology-grade B