



Zahra Mertens

NATIONALITY: GERMAN
GENDER: FEMALE
DOB: 18.08.1998



zahra.mertens@gmx.net



0410233114



ZAHRA MERTENS

OBJECTIVES

As a current student of Social Media Marketing and a recently graduated student of Management and Leadership, I am looking forward to apply and further develop my skills.

I am highly motivated to deliver results, both autonomously and in team-based situations.

Languages: German – Native
English – Fluent (IELTS 7.5/ C1)

Work history

BARTENDER, SOLERA BAR, SYDNEY, NSW

Autonomous organizing and maintaining bar section

Serving and engaging with customers

Providing knowledge of basic cocktails and spirits

Quick and accurate working skills

SUPERVISOR + ALL-ROUNDER, BELLUCCI CUCINA, SYDNEY, NSW

September 2018 – March 2020

Monitoring the performance of 15 team members to maximize profits

Scheduling and organizing day-to-day operations, including stocks & staff rostering

Closing and opening the shop, managing the cash float and closing the cash register on a daily basis

Maintained administrative functions such as stocks and employee attendance

Resolved customers concerns and complaints in order to keep a good atmosphere and to enhance customer satisfaction

Serving and running food and beverages and operating as a section waitress

Engaging with customers to create customer loyalty

Organizing caterings and functions

Monitoring sales and marketing performance

WAITRESS, ROMOLO ESPRESSO CUCINA, SYDNEY, NSW

April 2018- September 2018

Serving and running food in an extremely busy environment, providing high quality customer service

Closing and opening the shop, including closing the cash register and monitoring the cash float

Monitoring stock activity, including ordering and conducting the restock on a day-to-day basis

Taking care of the front of house and other team members to develop a great team-work-ethic

PAINTER, FURNITURE BUILDER + HANDYMAN, AC PROJECTS BEYOND, SYDNEY, NSW

February 2018 – April 2018

Preparing, sanding and painting surfaces

Organizing supplies and assessing quality check after project completion

Handling, organizing and maintaining tools

Designing and building furniture

Visiting clients' homes for consultation, building ad-hoc furniture suitable for clients' requirement

Work history

CASHIER + STOCK CLERK, EDEKA KIRSCH (SUPERMARKET), WESEL, GERMANY

September 2016 – September 2017

Taking responsibilities for duties at an electronic scanning cash register, including operating cashless payments (EC Terminal) and the handling of credit vouchers and discount coupons

Unsupervised cashing up and maintaining the daily cash draw

Assisting local management with product layout

Clearing, organizing, restocking and maintaining shelves

Participating in stocktaking and maintaining the storage back area

EDUCATION

HIGH SCHOOL QUALIFICATION – ANDREAS VESALIUS GYMNASIUM

[Graduated 2017]

(Abitur mark 1,8 – Equivalent ATAR 93)

DIPLOMA OF LEADERSHIP AND MANAGEMENT

[November 2018 – September 2019]

Graduated with HIGH DESTINATION and gained skills and competences relevant for business

Financial Management and Operational Planning

Effective Workplace Relations and Risk Management

DIPLOMA OF SOCIAL MEDIA MARKETING

[November 2019 – Current]

Currently enrolled in Social Media Marketing course

Niche and Mainstream Social Media, Management Tools and Advertising

SKILLS

Able to work both autonomously and in a team

Enthusiastic & Inner Motivated

Interpersonal communication

Product knowledge and Customer needs deep understanding

Performance tracking, budgeting and forecasting

Microsoft Office Pack (Word, PowerPoint, Excel)

REFERENCES

References, Recommendations and Transcripts available upon request

