

Zhanibek Kapen

Oshawa, ON

(437) 545-9568

zhanibek038@gmail.com

QUALIFICATIONS

- Highly skilled in verbal communication and able to accomplish customers' needs
- Able to work well in fast-paced, high-stress environment, and under-pressure conditions
- Demonstrated strong teamwork skills to improve workplace efficiency during peak hours
- Experienced in resolving customers' complaints or concerns
- Capable of providing excellent customer service, greeting, and leaving positive impressions
- Highly energetic, enthusiastic, and able to adapt and learn quickly

WORK EXPERIENCE

Server

June 2022 – October 2022

Discovery Coffee

- Served food and beverages up to 50-100 customers per day.
- Advised on menu selection leading to higher sales.
- Maintained the work environment clean, and prepared tables for the next customers.
- Addressed customers' complaints or concerns.
- Processed cash, credit, and debit card payments of customers.

ADDITIONAL EXPERIENCE

Research and Analysis

November 2022 – December 2022

Martell and Sarda

- Collected and analyzed the trends of the market.
- Performed competitive analysis of current tendencies.
- Wrote report surveys of relevant data to maximize the targeted customers.

VOLUNTEER EXPERIENCE

Furniture Making Assistant

January 2022 – December 2022

Family Business

- Assisted in fabricating and designing furniture to meet customers' needs.
- Advised in material selection maximizing the efficiency of a product.
- Provided labor work and was able to lift heavy objects.

EDUCATION

Computer Programming Diploma

January 2023 - Present

Durham College