

Brian Mwangi

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## Personal Profile

I am approachable, reliable and trustworthy person and I enjoy learning new skills. I have excellent customer service and communication skills developed through my training and experience working with people. I have intellectual skills and an accurate eloquence which has helped me expand much more in verbal communication skills. Am disciplined, well-motivated for all tasks. I socialise well with people by a friendly and likeable approach. I am keen to make a good use my transferable skills and to develop new strengths. Now I am looking to continue my career in customer facing role and gaining more experience.

## Key Skills

An outgoing personality: I am easy going in other words I make life easier for people not hard.  
Excellent customer service skills:-I know how to communicate well verbally and non-verbally.  
Initiative: I can be able to think outside the box as a team by suggesting good opinions and ideas.  
Team work: I work well in a team by learning to adapt by helping each other in their weaknesses.

## Work Experience

### Kitchen Porter/ Assistant Chef and Baker

Feb 2015 – Mar 2015 Barbican Kitchen Plymouth  
Assisting in the baking of fresh bread, preparing food to be cooked.  
General cleaning of kitchen and restaurant equipment.  
Work experience with Kitchen Academy as a Kitchen Assistant and Assistant Chef  
Experience of preparing food to be cooked, assisting in the bakery and making fresh bread  
Experienced Kitchen Porter

## General Maintenance and Cleaning

2014- Gem care South West Ltd.  
My responsibilities included the general cleaning and maintenance of the offices and care rooms. I had kitchen porter duties, assisting during breakfast and lunch service.

## Customer Service Assistant

2011 – 2012 British Red Cross  
Working in a busy charity shop I was responsible for the delivery and upkeep of a high standard of customer service and assistance. Including cash handling and the use of electronic tills, organising and pricing clothing and stock.

## Training

Customer service course  
Employability course

## Education

2015-JTJ Workplace Solutions &  
Kitchen Academy In association with Peter Gorton  
BTEC Introduction to the hospitality Industry Level 1  
BTEC Certificate in Work Skills (Unit Accreditation)  
Functional Skills in Literacy & Numeracy

2014-Plymouth College of Art & Design  
BTEC Extended Diploma Level 3  
BTEC Diploma in Art & Design Level 2  
BTEC Diploma in Art & Design Level 1

2011-Kelly College  
GCSE's including English grade C Maths grade D and Fine Art Grade B

## References

Available on request.