



FATEMEH ROUHI MALEKI

(FERANA)

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EXPERIENCE

JAN 2018
JAN 2019

BARISTA, LAMIZ CAFÉ (TEHRAN, IRAN)

- Espresso preparation and machine operation /Beverage crafting (cappuccinos, lattes, macchiatos, etc.)
- Customer service and interaction
- Preparing a high volume of coffee beverages efficiently during peak hours
- Maintaining cleanliness and organization of the coffee station and equipment
- Assisting customers in selecting drinks based on their preferences
- Executing latte art to enhance customer experience

FEB 2019
SEP 2020

BARSITA, SAM CAFÉ (TEHRAN, IRAN)

- Cash handling and point-of-sale systems
- Menu knowledge and recommendations
- Time management and multitasking
- Team collaboration and communication

NOV 2020
JAN 2022

ADMIN, ATRA REAL ESTAT (TEHRAN, IRAN)

- Client communication and support
- Appointment scheduling and coordination
- Listing coordination and MLS management
- Vendor coordination (photographers, stagers, inspectors, etc.)
- Market research and property listings maintenance
- Maintaining accurate records of transactions and client interactions
- Responding promptly to client inquiries and providing exceptional customer service
- Handling administrative duties, including filing, answering phones, and managing office supplies

JUNE 2022
JULY 2023

BARISTA/ CASHIER, STARBUCKS (TORONTO, CANADA)

- Handling customer inquiries, complaints, and special requests professionally
- Training new baristas on drink preparation, equipment usage, and customer service
- Increasing sales by upselling premium coffee blends or promoting seasonal specials

EDUCATION

2022-2024



SOFTWARE ENGINEERING TECHNOLOGY, CENTENNIAL COLLEGE

Currently enrolled in Centennial College pursuing an advanced diploma degree in Software Engineering Technology, I have been exposed to a comprehensive curriculum that covers programming languages, software development methodologies, and hands-on project experiences.

SKILLS

- **Efficiently communicate:**
capability to communicate clearly and compassionate with customers, ensuring their needs are understood and addressed.
- **Problem solving:**
Can quickly assess customer concerns and deliver timely solutions, enhance overall customer satisfaction.
- **Conflict resolution:**
Skilled in direction difficult situations skillfully and professionally, turning challenges into positive experiences.
- **Multitasking ability:**
Successfully address multiple tasks and priorities in a fast-paced environment that assure efficient operations.
- **Time management:**
Use strong organizational skills to prioritize tasks, meet deadlines, and maintain high levels of productivity.
- **Adaptability:**
adjust rapidly to changing customer needs and business requirements, maintaining a flexible and customer-centric approach.
- **Team cooperation:**
Collaborate effectively with cross-functional teams, sharing insights and feedback to enrich the customer experience.
- **Attention to detail:**
considerate record customer information, ensure accuracy, and empower transparent tracking and settlement. These skills are cultivated through my experience in Atra real estate company, where I consistently provide customer service. special goods while taking on many responsibilities. I believe that my customer-centric mindset and ability to handle diverse tasks make me a valuable asset to any team.