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|  | | | | | fatemeh rouhi maleki  (fERANA)  Toronto, CA | 647.482.2718 | feranarouhi@gmail.com | | |
| Experience | | | | | | | |
| jan 2018jan 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 | | | |
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| FEB 2019SEP 2020NOV 2020JAN 2022JUNE 2022JULY 2023 |  | |  | barsita, sam café (tehran, iran)  * Cash handling and point-of-sale systems * Menu knowledge and recommendations * Time management and multitasking * Team collaboration and communication  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  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 | | | |
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| Education | | | | | | | |
| 2022-2024 |  | |  | software engeneering 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. | | | |
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| 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. |