**Curriculum vitae**

*Personal details :*

***Name: CHIRINE ELOUZI  
Nationality: Tunisian  
Date of birth: 27/08/1995  
CPR: 950831662  
Contact: (+973) 39436972***

*Summary:*

Over 6 years of experience in client servicing and sales. I have helped in new business set-ups and launches, process implementations, driven changes, client interactions, and also trained and guided colleagues towards the company goals. My main areas of interest are process management, process risk & control, and reengineering.

*Experience:*

**Cali Cafe W.L.L., Bahrain - Waitress - Since June 2018 and until date**  
  
- Welcoming Guests and assisting them to their seats  
- Explaining the menu and taking orders  
- Checking out guests and handling cash  
- Taking feedback from guests and ensuring client satisfaction  
- Handling POS systems by inputting orders, checking EOD sales, and inputting new menu items  
- Assisting the Manager in daily business roles and backing him up when he is on leave  
- Reaching complaints and other client matters to the management and the correct channels or departments and ensuring matters are solved.  
- Ensuring Hygiene and cleanliness in the premises  
  
  
**Prestige Cafe, Tunisia - Manager - From June 2016 to April 2018**  
  
- Managing Staff on day to day business  
- Handling client complaints and resolving issues  
- Creating work schedules and shifts for staff  
- Cash management and EOD closing

*Education:*

- Bachelors of Arts in Economics, Al-Basage Institute, Tunisia, September 2017  
- High School Diploma, Isdehar High School, Tunisia, June 2013

*Computing skills:*

- Microsoft Excel  
- Microsoft Word

*Languages:*

Arabic: Excellent (mother longue)  
French: Excellent  
English: Good

*Hobbies:*

Music and Social Media