

## PROFILE SUMMARY

Proven ability to drive sales and increase brand awareness for small business clients. Professional with +3 years of experience in the industry of cafe hospitality from brewing to business development, with a business mind to develop business through new opportunities through analysing market built relation with clients and other businesses connecting the industry ,

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## WORK EXPERIENCE

**Amazon** -Internship in sale and marketing 4 Month 2018

- Develop and execute comprehensive marketing strategies and campaigns that align with the company's goals and objectives.

**Starbuck** shift incharge Aug 2018 -jan 2021

- Coordinated daily operations with the shift supervisor, ensuring seamless workflow and customer satisfaction.
- Supervised a team of 10 staff members, providing guidance and support during peak hours.
- Resolved customer complaints effectively, maintaining a high level of customer loyalty and retention.
- Conducted cash handling and closing procedures with a focus on accuracy and security.
- Assisted in creating promotional strategies that boosted foot traffic by 15% during off-peak hours reduces back
- Created espresso drinks and frap , speciality beverage , Complete daily inventory and ordering

**BBC** , freelancing, 2021 jan 2021 jan

- Business development,Freelancing Provide coffee services for business revenue generation, building new business ideas
  - Develop food and beverage coffee recipes for more businesses,
  - Coffee vendors, roster, and selling opportunities in different areas like cafes, hotels,
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## EDUCATION

**Bachelor in Economics Honours**

Indira Gandhi Open university

Certified Food Safety

certificate food handling

other many more certificates

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## PROFESSIONAL SKILL

- Leadership: Experience in team management, training, and motivating staff to achieve organizational goals.
- Communication: Strong verbal and written communication skills with the ability to interact effectively with diverse clientele.
- Problem Solving: Proficient in identifying issues and implementing solutions to improve efficiency and service quality.
- Time Management: Skilled in managing multiple tasks simultaneously while maintaining attention to detail.
- Technical Skills: Proficient in [POS System],
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