

# Hajra Banglawala

## About me:

**DOB:** 30/01/2003

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**Main Contact Number:** 07742209310

**Full UK Driving License**

## Education

**Highest level of Education:** Ba Hons Business with Management (2024)

**Eligible to work in the UK:** Yes

## **Work experience/ Internship:**

- IEUK: Business, Operations & Marketing (Bright Network, 2024)
- Trainee Management (Scholars Training Restaurant)

## Previous Employment

- **Barista- Dunelm (2023-Present)**

As a passionate barista, I excel in crafting delicious beverages and creating a welcoming experience for every customer. My responsibilities include setting up the coffee station, ensuring equipment is clean, and greeting customers. I take orders and prepare drinks to customer specifications, from espressos to latte art. I handle payments, manage inventory, restock supplies, maintain a tidy environment, adhere to health and safety standards, and collaborate with my team to deliver exceptional service. With strong communication skills, attention to detail, and a love for coffee, I create a friendly atmosphere where customers feel valued.

- **Crown Glazing- Call Centre operator**

As a call centre operator, I professionally handle high volumes of inbound and outbound calls, providing support and information on products and services. My responsibilities include addressing inquiries, resolving complaints, maintaining accurate records, and escalating issues when necessary. I possess strong communication skills, patience, problem-solving abilities, and a customer-focused approach. I am experienced in using call centre software, multitasking, and adhering to company policies.

- **Kiosk Member- Cakebox**

As a kiosk member, I ensured I provided excellent customer service all throughout my employment with Cakebox. My duties include preparing and displaying baked goods, handling customer transactions, and maintaining cleanliness and organisation of the kiosk. I am skilled in managing inventory, restocking supplies and adhering to health and safety standards. With strong communication skills, attention to detail. And a passion for baking, I contribute to a friendly and efficient environment where customers feel welcome and valued.

- **Crew Member- McDonalds**

As a crew member at McDonald's, I gained valuable experience in customer service, food preparation and teamwork. My responsibilities included taking orders, handling transactions, preparing food, and maintaining a clean and organised work environment. I developed strong communication skills, attention to detail, and the ability to work efficiently under pressure, ensuring a positive experience for customers.

#### Key skills

Through my past employment, I have been privileged enough to gain a plethora of skills, including:

- Customer service excellence
- strong communication skills
- attention to detail
- multitasking and time management
- inventory management and restocking
- health and safety adherence
- team collaboration and teamwork
- problem-solving abilities
- cleanliness and organisation maintenance
- payment handling and transaction processing
- beverage preparation and crafting (including latte art)
- inquiry resolution and complaint handling
- equipment setup and maintenance
- call centre software proficiency
- order taking and accurate record-keeping
- product and service knowledge provision
- issue escalation and follow-up
- customer-focused approach