

Saad Zafar

## Contact Information

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## Objective

Hardworking and self-motivated individual with a solid background in customer service, seeking a dynamic position to utilize my skills in hospitality and trade. Adept at managing time efficiently and building positive relationships with colleagues and customers. Eager to contribute to a team-oriented environment and further develop my professional skills.

## Education

Blackburn College

Level 2 Diploma in Engineering

Graduated: 2021-2022

Pleckgate High School

GCSEs in Maths and English

Graduated: 2016-2021

## Work Experience

Waiter | Kebabish

Blackburn, UK

2022-2023

- Delivered exceptional customer service, ensuring a welcoming and enjoyable dining experience for all guests.
- Managed orders efficiently, communicated clearly with kitchen staff, and handled customer inquiries and complaints professionally.
- Contributed to a friendly and positive atmosphere, earning regular commendations from customers for outstanding service.

Steward | Acoltye

Blackburn, UK

2023-2024

- Maintained a clean and organized environment, ensuring health and safety standards were met.
- Assisted in the preparation and presentation of events, demonstrating excellent teamwork and organizational skills.

- Developed strong relationships with guests and colleagues, contributing to a positive and collaborative work environment.

## Skills

**Customer Service:** Proven ability to provide excellent service, enhancing customer satisfaction and loyalty.

**Trade Skills:** Hands-on experience in engineering, with a Level 2 qualification from Blackburn College.

**Time Management:** Skilled in prioritizing tasks and managing time efficiently to meet deadlines.

**Communication:** Strong interpersonal skills, with the ability to interact effectively with people from diverse backgrounds.

**Creativity:** Innovative thinker, capable of finding unique solutions to problems.

**Motivation:** Self-driven and confident, with a strong desire to achieve and exceed goals.

**Teamwork:** Friendly and cooperative, able to work well in team settings and contribute to a positive work environment.

**Technical Skills:** Solid foundation in engineering principles with practical experience from Level 2 engineering course.

**IT Skills:** Proficient in computer applications and technology, currently advancing through an IT Level 3 course.

## Personal Attributes

**Hardworking:** Dedicated to putting in the effort required to achieve outstanding results.

**Self-Motivated:** Proactive in identifying opportunities for improvement and taking initiative.

**Confident:** Comfortable in dealing with various challenges and engaging with people.

**Friendly:** Able to build rapport quickly with customers and colleagues, fostering a welcoming atmosphere.

## References

Available upon request.