



NAZZIWA SOPHIA

Nationality: Ugandan | **Gender:** Female | **Phone number:** (+974) 30702453 (Mobile) |

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ABOUT ME

Highly skilled and passionate Barista currently working at Blended Cafe in Doha, Qatar, with extensive experience in crafting high-quality coffee and specialty beverages. Proficient in operating espresso machines, creating latte art, and providing exceptional customer service in fast-paced café environments. Strong knowledge of coffee beans, brewing techniques, and menu customization to enhance customer experience. Adept at inventory management, hygiene compliance, and team collaboration to maintain smooth operations. Possesses previous hands-on experience in coffee preparation, beverage innovation, and hospitality service, with a commitment to delivering outstanding guest satisfaction. Seeking a Barista or any related position, bringing expertise in efficiency, attention to detail, and customer engagement. Ready to join immediately and contribute to a dynamic team.

WORK EXPERIENCE

2023 – CURRENT Nuaija, Qatar

BARISTA BLENDED CAFE

- Prepare and serve a variety of high-quality coffee, tea, and specialty beverages with precision and consistency.
- Operate espresso machines, grinders, and brewing equipment to ensure optimal flavor extraction.
- Create latte art to enhance presentation and customer experience.
- Maintain cleanliness and organization of the coffee station, adhering to hygiene and safety standards.
- Engage with customers warmly, take accurate orders, and provide product recommendations based on their preferences.
- Handle cash and electronic transactions efficiently while ensuring accurate billing.
- Manage inventory by restocking supplies and reporting shortages to maintain smooth operations.
- Train and guide new baristas on proper coffee-making techniques and customer service.
- Monitor equipment functionality and report any maintenance needs to ensure seamless service.
- Work collaboratively with team members to maintain a fast-paced and customer-friendly environment.

01/2022 – 02/2023 Kampala, Uganda

BARISTA CAFE JAVS

- Prepared and served a variety of coffee beverages, including espresso, cappuccino, lattes, and more, following established recipes and brewing techniques.
- Operated and maintained coffee-making equipment, including espresso machines, grinders, and brewing stations.
- Greeted customers, took orders, and answered questions regarding the menu, ingredients, and brewing methods.
- Ensured a clean and organized workstation, including proper cleaning of equipment and utensils.
- Monitored inventory of coffee beans, milk, syrups, and other ingredients, and informed management of any supply needs.
- Adhered to health and safety regulations to ensure cleanliness and proper food handling.
- Processed customer payments and managed the POS system efficiently.
- Stayed informed about new coffee trends, brewing methods, and products to enhance customer experience and knowledge.
- Handled customer inquiries and complaints professionally, ensuring customer satisfaction.

2021 Kampala, Uganda

ASSISTANT BARISTA CAFE JAVS

- Assisted senior baristas in preparing coffee, tea, and other specialty beverages.
- Learned and practiced proper espresso extraction, milk frothing, and latte art techniques.
- Maintained cleanliness and organization of the coffee station, ensuring compliance with hygiene and safety standards.
- Took customer orders, prepared basic drinks, and provided friendly and efficient service.
- Restocked ingredients and supplies, ensuring the workstation was fully equipped for daily operations.

- Observed and followed standard operating procedures for handling coffee machines and brewing equipment.
- Assisted in managing inventory by monitoring stock levels and reporting shortages.
- Developed knowledge of different coffee beans, brewing methods, and flavor profiles.
- Supported the team during peak hours by handling simple tasks to improve workflow.

● **EDUCATION AND TRAINING**

BARISTA TRAINING CERTIFICATE

UGANDA ADVANCED CERTIFICATE OF EDUCATION

UGANDA CERTIFICATE OF EDUCATION

● **LANGUAGE SKILLS**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **COMMUNICATION AND INTERPERSONAL SKILLS**

SKILLS

- Coffee brewing techniques
- Espresso machine operation
- Latte art creation
- Specialty beverage preparation
- Cash handling and POS operation
- Inventory management
- Hygiene and food safety compliance
- Customer order taking
- Menu customization
- Equipment maintenance

● **REFEREES**

Available Upon Request
