



PROFESSIONAL SEEKER

# BARISTA

## CORE COMPETENCES AND SKILLS

- Barista training and hospitality service expertise
- Strong communication and team player
- POs system skills
- Health and safety, employee training and guest service
- Problem solving skills
- Customer support and hospitality industry skills
- Sales and distribution skills
- Ability to Mult-tasking and standing for long hours
- Ability to work in a multicultural Environment
- Ability to work as a team and personal reliance

## LANGUAGE

- English – fluent in speaking and writing
- Arabic – basics

## REFERENCE

- Provided upon request

NAMULINDWA

ZAMZAM

+974 31373531 | Email: shazkd232@gmail.com | Ain Khalid, Qatar

## PROFFESIONAL SUMMERY

Dedicated and efficient Barista with experience in crafting high-quality coffee beverages and delivering customer service. Proficient in operating Espresso machines, Latte Art and various brewing methods. Proven ability to work in fast-paced environments and maintain a positive attitude, consistently exceeding customer expectations with the aim of making customers become long term and advocates of the company.

## EXPERIENCE

Barista | Arabian Tea house Restaurant & Café, Dubai | 2021 – 2025

- Prepared and served a wide range of hot and cold beverages, including espresso, cappuccino, lattes, and specialty coffees, in accordance with company standards.
- Delivered excellent customer service by greeting customers warmly, taking accurate orders, and ensuring timely service.
- Operated coffee machines, grinders, blenders, and POS systems efficiently and safely.
- Maintained cleanliness and hygiene of the coffee station, equipment, and seating areas in compliance with health and safety regulations.
- Handled cash transactions accurately and balanced the cash register at the end of shifts.
- Restocked ingredients and supplies, monitored inventory levels, and reported shortages to supervisors.
- Assisted in upselling pastries and promotional items to increase daily sales.
- Worked effectively as part of a team in a fast-paced environment to meet customer demand.
- Delivered prompt and friendly service, ensuring customer satisfaction and repeat business.
- Demonstrated knowledge of coffee origins, brewing methods, and flavor profiles to educate customers.
- Assisted with opening and closing duties, including setup, cash handling, and end-of-day cleaning.
- Adhered to health, safety, and sanitation guidelines at all times.

## EDUCATIONAL BACKGROUND

- Certificate in Food Handling  
NEW SHOHAG Trading and Contracting | Doha, Qatar | JULY 2024
- Uganda Advanced Certificate of Education (UACE)  
Huda Islamic Secondary School, Uganda | 2018 – 2019