**CURRICULUM VITAE**

# ALWALEED SUMRAIN

**JORDAN**

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## OBJECTIVE

Seeking a position as a Barista at a coffee house. Bringing a variety of coffee brewing skills and techniques, coupled with proficiency in delivering high-quality customer service to increase customer retention.

Enthusiastic employee with superior skills in working in both team-based and independent capacities. Bringing strong work ethic and excellent organizational skills to any setting. Excited to begin new challenge with successful team

## EMPLOYMENT RECORD

**Dec 07th 2021- Aug 09th 2022**

Marketing

Managing online Pages on Social Media and advertising

## July 14th 2019- Oct 09th 2021

## STARBUCKS Amman, Jordan

## BARISTA

* Develop staff by providing on-going coaching and performance feedback
* Assist the Manager or Supervisor in supervising associates; maintaining a friendly, efficient, and appealing environment for associates and customers
* Assist management team with administrative functions and daily food prep during down times
* Assist with setup, cleanup, stock work and handling of food items
* Oversee and assist in setting up and breaking down of stations designated by the manager
* Perform all pre-shift and post-shift duties, side-work, and related paperwork
* Providing assistance by responding to customer questions in an effective and efficient manner
* Contributes to positive team environment by recognizing alarms or changes in partner morale and performance and communicating them to the store manager
* Communicates information to manager so that the team can respond as necessary to create the Third Place environment during each shift
* Perform work that is routine and organized
* Involves working with chemicals, heated equipment, steam and at other risk conditions
* Serves as an advocate of selling techniques to the customer by establishing good communication and assisting in the buying decision-making process
* Assisting in daily Food and Beverage inventory management & control

**Jan 05th 2019- July 05th 2019 MG Motors Company Amman, Jordan**

Receptionist

**June 19th 2018- Dec 27th 2018 Avis ( Rent A Car Company ) Amman, Jordan**

## Receptionist and call center

**Jan 14th 2018- Jun 04th 2018 Hala’s fashion (Clothes store) Amman, Jordan**

## Sale representative and social media advertising

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## EDUCATIONAL BACKGROUND

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| **- HIGH SCHOOL 2017** | | **Amman, Jordan** |
| **- UNDERGRADUATE – COMPUTER**    **PERSONAL INFORMATION** | **SCIENCE – PETRA UNIVERSITY 2017** | **Amman, Jordan** |
|  Date of Birth : | September 27th, 1999 |  |
|  Place of Birth : | Amman |  |
|  Nationality : | Jordanian |  |
|  Driving License :    **SKILLS** | Jordanian License |  |

* Team work (Supportive, facilitator and organized)
* Action planning (Decision-maker & Able to Prioritize)
* Willing to learn (Motivated, continual improver and inquisitive)
* Strong leadership & managerial skills (Dynamic, team-builder and accountable)
* Ability to work under pressure
* Efficient and reliable
* Excellent writing and verbal communication skills particularly in the English language

## OTHER SKILLS

* Proficient in MS Word and MS Excel.
* Using a Point of Sale (POS) system
* Fluent English

## CERTIFICATES & COURSES

* Certified **BARISTA** from STARBUCKS JORDAN (Al Shaya Co.)
* Certified **BARISTA Trainer** from STARBUCKS JORDAN (Al Shaya Co.)
* Certified **COFFEE MASTER** from STARBUCKS JORDAN (Al Shaya Co.)
* Food Safety expert
* Coffee Academy 100, 200 & 300