



Passport: [REDACTED]

Date of birth: 01/02/1993

Place of birth: SHARIATPUR, Bangladesh

Nationality: Bangladeshi

Gender: Male

CONTACT

[REDACTED]
[REDACTED]
(Work)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

ABOUT ME

Enthusiastic and reliable professional takes pride in providing excellent customer service and creating memorable dining experiences for restaurant customers. Skilled in anticipating customer needs, addressing complaints and resolving issues in timely manner. Maintains focus and positive attitude in stressful situations and high-volume environments

WORK EXPERIENCE

SHAMEL FOOD COMPANY LIMITED RYADH, Saudi Arabia

Shift in charge, Baker land (subway)

01/07/2023 – 15/09/2024

- *Delegate tasks to restaurant staff and supervise their performance
- *Maintain a fully-stocked inventory and order food supplies, as needed Manage dining reservations
- *Track daily costs and revenues
- *Open or close the restaurant (when responsible for the first or last shift) Inform the next Shift Manager about pending tasks.

SHAMEL FOOD COMPANY LIMITED RYADH, Saudi Arabia

Barista

19/11/2020

- Received orders from customers and input into order management system.
- Prepared food orders to support wait staff and other team members.
- Maintained clean, trash-free workspaces to maximize productivity and safety.
- Greeted customers at counter to fulfil requests and answer questions.
- Sanitized tables, high chairs and drink fountain areas after customer use and periodically throughout day.
- Learned other teammates' work tasks to train as backup.
- Prepared and served various food and drink items to customer specifications in fast-paced environments.
- Achievement statements : • Re-organized something to make it work better.
- identified a problem and solved it.
- come up with a new idea that improved things

TAYAMUN TRADYING COMPANY RYADH, Saudi Arabia

Barista

04/11/2018 – 08/11/2020

- Operated espresso machines and commercial coffee brewers to create beverages.
- Trained new employees, sharing knowledge and expertise of coffees, teas, and merchandise.
- Listened carefully to customer requests and created personalized, delicious beverages, which improved sales.
- Cleaned counters, machines, utensils, and seating areas daily.
- Learned every menu item's preparation and numerous off-label drinks to meet customer needs.
- Sanitized equipment and wiped down counters and tables to prevent spread of germs.
- Achievement statements:
- served customers in a positive way.
- Last tow years i received best customer service award.
- saved money for the company. contributed to good customer service

GRAND PLAZA GOLF HOTEL RYADH, Saudi Arabia

FOOD SERVICE CREW

01/11/2017 – 30/10/2018

- *Serve food or beverages to customers.
- *Order items needed to replenish supplies.
- *Replenish foods at serving stations.
- *Assist customers with their needs.
- *Perform cleaning duties such as sweeping, mopping, and washing dishes, to keep equipment and facilities sanitary.

EDUCATION AND TRAINING

01/01/2009 – 01/01/2011 DHAKA, Bangladesh

Higher Secondary School Certificate (12 class) Panditsar TM Gias Uddin College

LANGUAGE SKILLS

MOTHER TONGUE(S): Bengali

Other language(s):

English

Listening C1

Spoken production B1

Reading B1

Spoken interaction B1

Writing A2

Arabic

Listening B1

Spoken production A2

Spoken interaction A2

Hindi/URDU

Listening C2

Spoken production B2

Spoken interaction C2

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

RECOMMENDATIONS

M [REDACTED] STORE manager, [REDACTED] food company limited

Mr. Harish is my store manager. For the last two years i have been working with him and, I have learned a lot from him. He is performing his duty with honesty and devotion.

Email [REDACTED] Phone (+[REDACTED])

[REDACTED] Brand operation manager, T [REDACTED] company limited.

Mr. Jamil is the operation manager of my previous company. Worked with him from 2018 to 2020 and learned a lot from his long 15+years of experience. The inspiration from him still helps me on my way.

Email [REDACTED] Phone (+[REDACTED])

Certify that, All the information mentioned above true and authentic

SAUDI ARABIA, 15/08/2025

[REDACTED]
[REDACTED]