



ASHWINI SHAH

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ABOUT MYSELF

Accomplished and energetic professional with a strong history of achievement in customer service. Motivated leader with strong organizational and prioritization abilities. Areas of expertise include fabulous customer service skills, cash handling, willingness to learn and go getter attitude.

WORK EXPERIENCE

 **LIDL COMPANY** – BUGIBBA, MALTA

SHOP SUPERVISOR – 10/06/2024 – 10/09/2024

- Promote the Lidl culture of incredible customer service with a high quality shopping experience
- Motivate your team and create a results-focused working environment
- Ensure that freshness, cleanliness, and quality control standards are met
- Demonstrate our company values of recognition, respect, responsibility and trust

 **DB GROUP STARBUCKS** – MRIEHEL, MALTA

STORE MANAGER – 12/11/2021 – 14/01/2024

Accomplished and energetic store manager with a solid history of achievement in customer service. Motivated leader with strong organizational and prioritization abilities. Areas of expertise include fabulous customer service skills, cash handling, inventory management, people managing and willingness to learn and go getter attitude.

 **ALSHAYA GROUP STARBUCKS** – DUBAI, UNITED ARAB EMIRATES

SHIFT SUPERVISOR – 20/11/2019 – 19/10/2021

As a Starbucks Supervisor, I will be responsible for Developing innovative ways to increase the profitability of stores, Ensuring all store standards are met by checking in on store operations daily, Planning for staffing needs by reviewing partner schedules and filling in vacancies as needed.

 **ALSHAYA GROUP STARBUCKS** – DUBAI, UNITED ARAB EMIRATES

BARISTA/CASHIER – 12/11/2017 – 18/11/2019

Experienced barista with strong customer service background. Maintains calm, professional demeanor in fast-paced environments, quickly addressing customer needs, resolving inquiries, make transaction and de-escalating challenges. Highly adaptable, effectively balancing multiple priorities and quickly learning new systems, processes, and recipes. Strong attention to detail, preparing food and beverages aligned with quality, safety, and product standards.

 **EMIRATES INTERNATIONAL RESTAURANTS** – ABU DHABI, UNITED ARAB EMIRATES

FOOD SERVER – 12/10/2015 – 15/09/2017

Focused Server successful at multi-tasking and delivering prompt and friendly service to all customers. Maintains positive attitude and a great sense of humour during peak hours.

 **GULULU RESTAURANT** – BUGIBBA, MALTA

BARTENDER – 01/04/2022 – 25/08/2022

Mixed and served beverages to 2000+ weekly customers. Ensured a clean working environment for customers as well as other ..Performed all end of day duties including tallying up and verifying all cash and credit card transaction. Successfully trained all new bar staff.

● **EDUCATION AND TRAINING**

14/04/2009 – 15/05/2013 Kalimpong, India

BACHELOR'S OF COMMERCE University of North Bengal

Address Kalimpong, India, 734320, Kalimpong, India | **Field of study** Bachelor's of Commerce, Accounting

● **SKILLS**

MS EXCEL | INVENTORY MANAGEMENT | INTERPERSONAL SKILLS | PEOPLE MANAGEMENT | LEADERSHIP
MANAGEMENT | TRAINING AND DEVELOPMENT | ADMINISTRATIVE TASK

● **HONOURS AND AWARDS**

14/07/2016

Employee of the Month – Emirates International Restaurants

18/05/2020

Supervisor of the Quarter – Alshaya Group

● **HOBBIES AND INTERESTS**

Exploring Ancient Monuments

Playing Sports

Knowledge of Sacred Scriptures
