

# Nebiye Arslan

London E143AP

Tel:07547908438

Email: nebiyearslan@yahoo.com

## Professional Summary

I have extensive experience in the hospitality industry, having worked in various roles since I was a teenager. My background includes cashiering, barista duties, and customer service, demonstrating my versatility and commitment to delivering excellent service.

As a barista, I have developed a keen understanding of coffee preparation techniques, mastered the art of creating a perfect espresso, and consistently provided a welcoming and efficient service to customers. My barista experience has honed my ability to work under pressure, multitask, and maintain high standards of cleanliness and organization in a fast-paced environment.

Additionally, I have experience as a software pattern maker and in IT, which has further enhanced my attention to detail and technical skills. I am a fast learner, a dedicated team player, and highly adaptable to new environments.

I am currently seeking a full-time or part-time position where I can leverage my diverse skill set and contribute to a dynamic team. I am available to work on weekends and eager to take on new challenges.

## Key Skills

- 
- |                               |                        |                     |               |
|-------------------------------|------------------------|---------------------|---------------|
| ▪ Customer Service Excellence | ▪ Time Management      | ▪ Analytical        | ▪ Leadership  |
| ▪ Cash Management             | ▪ Team Management      | ▪ Collaboration     | ▪ Empathy     |
| ▪ Planning & Organizing       | ▪ Technical Leadership | ▪ Critical Thinking | ▪ Accuracy    |
| ▪ Inventory Management        | ▪ Communication Skills | ▪ Problem Solving   | ▪ Flexibility |

## Retail Assistant

### Eco Natural Market

2023&2024

- Handled transactions, ensuring accurate and efficient processing of sales.
- Ordered products from suppliers, maintaining inventory levels and ensuring timely restocking.
- Provided customer service, assisting with inquiries and resolving any issues.
- Maintained a clean and organized work area.
- Assisted in periodic inventory counts and audits.
- Proficient in transaction handling and cash management.
- Effective communication with customers and suppliers.
- Strong organizational skills for managing orders and inventory.
- Attention to detail and accuracy in all tasks.
- Customer service excellence.

## Barista & Retail Assistant

### Natural Organic Coffee and Market

2022&2024

- Prepared, served hot and cold beverage such as coffee drinks, blended coffees and teas.

- Managed morning rush of over 20 customers daily.
- Inventory management and supplier coordination.
- Managed cashier duties, including handling transactions accurately and efficiently.
- Provided excellent customer service, addressing inquiries and resolving issues promptly.
- Maintained cleanliness and organization of the coffee shop.
- Assisted in inventory management, including ordering and stocking products.
- Proficient in transaction handling and cash management.
- Expertise in coffee preparation and barista techniques.
- Strong customer service and communication skills.
- Attention to detail and ability to maintain cleanliness.

### **Education and Qualifications**

**English Course** -Oxford International School, London 2018

Quality Management System Software Gerber Quality Assurance 2016

**Innovation Training** 2015

**Optimum Balance Training** – Model 1 and 2 2014

**International Designer School**-Lasselle Academy, Istanbul, Turkey 2011

**Public Relations and Publicity**-University, Istanbul, Turkey 2010