

CURRICULUM VITAE

NAME : JUMA SSESANGA
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VISA STATUS. : VISIT VISA
ADRESS. : UAE, Dubai



BARISTA/WAITER

CAREER OBJECTIVE

Acquiring a high level of competence and professionalism, through continuous learning and practicing to meet the desired level of performance as an employee

KEY SKILLS

- High level of versatility and adoptability
- Communication, negotiation and interpersonal skills
- Ability to willingness to learn more while working the job
- Working under pressure
- Self motivated and ability to meet deadline of work
- Ability . accomplish multiple tasks and mission under minimum supervision

WORKING EXPERIENCE

| COMPANY | DURATION | RESPONSIBILITY |
|---------------|----------|----------------|
| CAFÉ JAVAS | 2 YEARS | BARISTA |
| SERENA HOTEL. | 1 YEAR. | WAITER |

DUTIES:

Greets all customers with fast friendly personalized service and developing report with customers

Turning on the POS when starting the shift as well as clearing the barista station

Blending, making and serving all types of beverages, Weighing, grinding and packing coffee per customer order according to company guidelines.

Ensuring neat arrangement of the pastry fridge.

Verbally receiving and calling back customer orders in a friendly manner Reporting all customer complaints to the supervisor or manager on duty.

Responding pro-actively to prevent customer service situations.

Accurately ringing sales orders into the Micros and giving back change to the customers in courteous and friendly manner.

Pre-opening and after duty cleaning of the workplace.

Ensuring enough stock at the store all the times.

Answering customer questions regard product knowledge

STRENGTH

Ability to work in a team to accomplish a common goal

- Can accomplish multiple task and mission timely under minimum supervision
- Self-motivated and committed to meet deadlines of work
- High level of versatility and adoptability

EDUCATION QUALIFICATION

| INSTITUTE | YEAR. | AWARD |
|---------------------------------|------------|---|
| RYAN BARISTA COFFEE. ACADEMY | 2018. | Certificate in specialty coffee |
| YMCA, WANDEGEYA. | 2017. | Computer Application |
| ST MARY'S COLLEGE. KISUBL. | 2015-2016. | Uganda Advanced Certificate Of Education |

LANGUAGE

- English Written and Spoken

BIODATA

NATIONALITY : Ugandan

MARITAL STATUS. : Married

GENDER. : Male

PASSPORT NUMBER : A00080460

DATE OF BIRTH. : 11/08/1996

DECLARATION

All the information shared in the resume is correct, and i take full responsibility of correctness. I solemnly declare that the information in the resume above is true to the best of my knowledge and belief.

JUMA SSESANGA