

AL Waleed Sumrain

Address: Al Bayader. Amman

Email: waleedtariq47@yahoo.com | Telephone: +962 7 9108 0694

PERSONAL STATEMENT

A proactive, ambitious and creative senior barista with an achievements list. Experience in training junior baristas, creating innovative beverages, with a keen eye for standards of operations. An excellent communicator, leader and problem solver, skilled in managing and developing staff.

KEY ACHIEVEMENTS

- **Starbucks:** Certified Barista Trainer, and Certified Coffee Master
- **Restaurant:** Buffalo Wings & Rings, Sy Blu Coffee shop
- **Experience Certificate,** Starbucks.

EMPLOYMENT HISTORY

01/11/2021 - 01/06/2023

Head Barista, Sy Blu Coffee shop, Istanbul, Turkey

As a coffee enthusiast, I had the opportunity to work at SY Blue Coffee Shop abroad, where I gained experience in a more dynamic workplace. This allowed me to broaden my coffee knowledge, enhance my supervisory skills, and develop key managerial abilities. I had the pleasure of sharing my expertise by training junior baristas, while also taking on responsibilities that helped me grow in leadership and team management.

- Developing a Standard of Operations for beverages based on annual reviews as well as providing support on training materials for newly recruited baristas
- Performed customer service duties, including following up with clients, answering phone calls and handling quality issues
- Conduct appraisals and work on development plans for staff including direct reports
- Communicated with suppliers and negotiated for better pricing
- Managed partnerships with six vendors, supporting sales operations
- Lead and manage bar staff, including hiring, training, and scheduling
- Manage inventory, control costs, and optimize bar efficiency

14/07/2019 - 09/10/2021 - 01/07/2023 - 01/03/2024

Barista | Starbucks, Amman

Certified Barista Responsible for overall daily operation, in a highly dynamic and busy work environment.

- 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
- 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
- Maintain a clean and organized bar environment, overseeing equipment maintenance
- Stay informed about coffee trends and incorporate new ideas for curious customers

14/02/2018 - 04/06/2019

Team Leader | Buffalo Wings & Rings , Amman

Team Leader in Buffalo Wings & Rings which seats 150 covers, applying my team leading and communication skills and supervising a team of 6 in a busy environment

- Process payments of food and drink orders with the cash register
- Coordinate with kitchen staff to deliver accurate food orders
- Provide responsible service of alcoholic beverages
- Apply positive suggestive sales approach to guide guests
- Adhere to timing standards for products and services
- Ensure compliance with health and safety policies, as well as responding of all complaints

EDUCATIONAL BACKGROUND

- HIGH SCHOOL 2017 Amman, Jordan

PERSONAL INFORMATION

- Date of Birth: September 27th, 1999
- Place of Birth: Amman
- Nationality: Jordanian
- Driving License : Jordanian License

SKILLS

- 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
- Native English Language Skills

CERTIFICATES & COURSES

- Certified **BARISTA** from STARBUCKS (Al Shaya Co.)
- Certified **BARISTA Trainer** from STARBUCKS (Al Shaya Co.)
- Certified **COFFEE MASTER** from STARBUCKS (Al Shaya Co.)
- Currently in progress: **The Odin Project** (90% completion). (<https://www.theodinproject.com>)

REFERENCES ON REQUEST