

AYMAN EENAS

I am an aspiring and hardworking man with commitment and determination. I am always willing to learn and pay full attention when I am being taught something new. I will assess my task, always in a professional manner and resolve a situation in the same authentic professional manner. I regard myself as trustworthy to complete a task up to expected standards. In my spare time I enjoy playing football and socialising with my friends and family, and prioritise my fitness.

Contact

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Birmingham, B11 1HH

Education

● GCSE's - Maths, English,
Sports Studies, Creative
Imedia
Small Heath Leadership
Academy
2021-2022
Muntz St

● 16-19 Football and
Education
BCFC Community Trust
2022- N/A
St Andrews Stadium

Skills

Organized ● ● ●
Communication ● ● ●
Teamwork ● ● ●
Meeting deadlines ● ● ○
Critical thinking ● ● ●

Experience

● Cashier/ Crew member

Slamburger

Aug 2021- Jan 2023

During my time here I have learnt every single station faster than anyone else my age and even older, I have experience in managing cash payments taken from orders, customer service, food prep, dealing with deliveries, stock management, stock exchange, and have had many compliments and appreciations from customers on my high customer service standards, my efficiency and pace which I work at and my professionalism. I also like to stay as tidy as possible while I work.

● Waiter

Mio Amico

Jan 2023- NOV 2023

During my time here I have learnt even more skills on coffee making and managing a more busy environment, yet again was praised for my customer service and was likened to by many customers for my friendly approach, working here gave me a bigger opportunity to improve my confidence and customer service levels.

● Turnstile Operative

Birmingham City Football Club

Nov 2022- Now

In this job i am the first person the customer sees when they enter the venue, this job requires me to work at fast speeds to get people in.

● NCS

Newquay National citizens service

I have also recently taken part in an NCS (National Citizen Service) trip which involved team building exercises, teamwork, problem solving as a team, where we would be set with dilemmas which we would have to work out as a team. At NCS we also done charity work at a football game which involved communicating with the public and improving speaking skills.

● Barista

LEKKER

NOV 2023- JAN 2024

In this new brunch cafe I was in charge of taking payments and making coffees and serving customers, this expressed my people and customer service skills

● Volunteering

Multiple organisations

NOV 2023- JAN 2024

I also took part in raising awareness for various factors in the local community to the public, this involved interacting with strangers and conversating with them to raise awareness for different national or local matters. An example of this is I worked with a charity group to raise awareness for knife crime locally and nationally, this involved with me having to approach members of the public and pitch to them to raise awareness on this topic and encourage them to donate to support the cause by demonstrating our programme and what effect it has on the local community and the effect it has on the matter.

● Delivery Courier/Multi drop

Uber Eats

2022-N/A

in this role I was in charge of delivering food to various customers, I had to understand how to use applications such as google maps and use them to the most convinience to deliver the food on time, I have achieved a 100% satisfaction rate from customers since 2022 when I started this organisation. this built up my experience of making multiple drops, understanding the system on which order belonged to which person (as I would carry more than one order at times), and built my customer service skills (100% satisfaction rate!).

Language

English



Arabic



Qualities

- 2+ years experience in customer service
- 2+ years experience in food handling
- 2+ years experience in stock management

It has been said several times by colleagues that I am extremely mature for my age and that I am extremely efficient with the task assigned, from my various qualities are:

- Hardworking
- Well organised
- Tidy
- Friendly
- Efficient
- Excellent time keeping
- Resourceful

References

Ahmed - 07577 320017
Manager at Mio Amico