

Jehan Alshamrani

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## Summary

Dynamic customer service representative with strong retail and hospitality background. More than two years of customer-facing experience at Co-op and Pret a Manger, exhibiting a talent for engaging with consumers and improving their experience. Capable of managing transactions and resolving client inquiries efficiently while maintaining excellent connections. Eager to use demonstrated interpersonal abilities to add value to a fast-paced team.

## Experience

### **Co-op - Customer team member** (September 2025 - Present)

My responsibilities include operating tills, handling transactions, working in the bakery and with hot foods, and replenishing stock. I also focus on creating a positive shopping experience for all of our customers.

### **The Lost Estate - Front of house staff** (November 2025 - January 2026)

Delivered food and beverages promptly and accurately to all tables. Communicated with kitchen staff to relay orders, special requests, and allergen requirements. Enhanced the guest experience by anticipating needs and resolving any issues quickly and efficiently.

### **Pret a manger - Team member** (February 2025- September 2025)

I primarily focused on preparing sandwiches in the back-of-house. I also regularly supported the front-of-house team by taking orders, serving food and drinks, and engaging with customers to create a welcoming and positive experience.

### **Noon - Customer service representative** (July 2023 - January 2024)

Address client inquiries and resolve their issues quickly and efficiently, building and maintaining strong relationships with clients through professional communication.

**Piatto restaurant- Waitress** (January 2023 - July 2023) Greeted customers and accurately input food and drink orders, Served food and drinks. Made sure guests are satisfied. Handled card and cash payments, set up tables for new guests. Helped kitchen staff and followed food safety rules.

## Skills and qualifications

- Customer Service Skills
- Teamwork
- Multitasking
- Microsoft Office
- Food Safety and Health & Safety; Level 2
- Barista Prepared Drinks

## Education

Business Administration, Princesse Nora University (2016 – 2019)

## Languages

Arabic (Mother tongue) - English (Fluent)