



Ali Rehman

Barista / Bartender / Manager

Profile

Friendly and fast-working with 6+ years of experience at busy chain cafe's in a dynamic environment Kuala Lumpur, Malaysia. Skilled in Management, customer service, coffee, Barista, and inventory management. Knowledgeable of 20+ coffee varieties from around the world. Seeking a position in the hospitality industry where my interpersonal skills and wide array of knowledge will be best utilized.

Employment History

Manager at Brogues, Kuala Lumpur, Malaysia

February 2018 — August 2020

- Assisted the General Manager in the preparation of forecasts and reports as well as in the development, implementation, and monitoring of the budget.
- Resolved customer complaints, and anticipated potential problems by reviewing and monitoring operational issues, business flow, and associate performance.
- Interviewed, selected, coached, and supported associates, ensuring they performed in accordance with the established hotel standards and values.
- Slashed the number of customer complaints by 50% by ensuring that staff followed customer service guidelines.
- Processed daily reports, reconciliations, journals, and others.
- Handled guest complaints.
- Exceeded guest satisfaction scores over 90% in all critical areas.
- Improved customer service scores by 20% and exceeded annual sales by more than \$70K.

Bartender at Arena Bar, Kuala Lumpur, Malaysia

November 2016 — January 2018

- Coordinated orders with different areas of the company to ensure customer satisfaction.
- Hands on experience broadening customer services duties throughout the club.
- Managed bar revenues, ensuring that all patrons were billed and all cash properly accounted for.
- Maintaining bar's stocks of supplies including spirits, beer, ice, mixers (juice, soda, bitters, garnishes, etc), supplies (straws, napkins, etc.)

Barista at Jibby & Co, Kuala Lumpur, Malaysia

March 2014 — October 2016

- Took coffee, food, and other beverage orders and prepared them for customers quickly and effectively.
- Maintained a clean and professional appearance and dining area for guest satisfaction.

Details

Dubai

UAE

0521543883

alirkhan990@gmail.com

Nationality

Pakistani

Links

[LinkedIn](#)

Skills

Ability to Work Under Pressure

Fast Learner

Adaptability

Effective Time Management

Leadership

Communication Skills

Customer Relations

Communication

Languages

English

Urdu

Pushto; Pashto

Hobbies

Cycling, Gym

- Washed dishes and restocked the bar line for continued fast service capabilities.
- Achieved a 99.3% guest satisfaction score over a 2-year period.

Laboratory Technician at PAF Laboratory Nowshera

2013 — 2014

- Read and interpreted blueprints, technical drawings, schematics, and computer-generated reports.
- Perform field testing of construction materials such as soils, concrete, asphalt, masonry, and many more.
- Perform field inspection and observation of reinforcing steel, soil and concrete placement, and other required services.
- Complete project paperwork while providing technical solutions feedback.

Intern, Civil Engineering, Islamabad

2011 — 2013

- Assisted civil engineers on several key government projects involving roadway design and improvements, solutions easing traffic congestion, and replacement of deteriorating bridges.
- Handled cost-of-materials estimations, report and document tracking, project documentation, on-site project visits, invoice/agreement verification, and building permit applications.
- Gained experience in blueprint reading, as well as preparation of maps and plans.

Education

DAE Civil, Government College of Technology, Nowshera

2009 — 2011

BBA, Westminster international college of Malaysia, kuala lumpur

2016 — 2020

After working for almost 5 years, I resumed my education journey in 2016 in Malaysia but couldn't complete my degree because of COVID-19 pandemic and some financial problems.