



RAYEN ABDERAZZAK

Objective

I am a highly motivated and dedicated individual seeking a challenging position in sales and marketing industry to utilize my skills in a professional environment. Committed to achieving goals and delivering exceptional results.

Experience

○ August 2024 - to the date Cotti Coffee – Doha, Qatar Cashier / Supervisor

- Manage transactions with customers using cash registers
- Collect payments whether in cash or credit
- Issue receipts, refunds, change or tickets
- Greet customers when entering or leaving the store
- Implement training programs to develop employee skills and improve productivity.
- Monitor employee performance through regular assessments and provide feedback for improvement.
- Resolve conflicts among team members to maintain a harmonious and efficient work environment.
- Coordinate daily operations, ensuring optimal resource allocation and timely completion of tasks.

○ 2023 – Jun 2024 MOA Cakes Cafe, Doha, Qatar Cashier

- Greet customers when entering or leaving the store
- Maintain clean and tidy checkout areas
- Track transactions on balance sheets and report any discrepancies
- Issue receipts, refunds, change or tickets

○ 2022 – May 2023 Al Shaya Group (Pottery Barn), Doha, Qatar Salesman

- Present, promote and sell products/services using solid arguments to existing and prospective customers
- Perform cost benefit and needs analysis of existing / potential customers to meet their needs
- Reach out to customer leads through cold calling
- Achieve Agreed upon sales targets and outcomes within schedule

Achievements & Training

Archived Certificate for the best worker at Moa Cake Cafe - Qatar on November 2023.

Attended Training for International Pastry and Kitchen at Hotel Gold Arena Ruspina in Tunisia on October 2020

Archived Certificate in Diploma in Pastry and Kitchen from Tunisia on July 2020

Contact

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+974 33385414

Email
rayenabderazzak173@gmail.com

Address
Doha - Qatar

Education

2019
Secondary School Education
Moknin School - Tunisia

2020
Diploma in Pastry and Kitchen
CETRA Institute - Tunisia

Skills

- Excellent communication skills, both verbal and written
- Strong organizational and time management abilities
- Excellent when dealing with clients' needs to achieve customer satisfaction
- Proficient in customer service
- Attention to detail and accuracy
- Ability to work effectively in a team or individually
- Problem-solving and analytical skills

Personal Details

- Date of Birth : 22 - 03- 2003
- Nationality : Tunisia
- Gender : Male
- Marital Status: Single
- Visa Status: Transferable RP

Language

English - Excellent
Arabic - Native
French - Excellent



CERTIFICATE OF APPRECIATION

This Certificate is Proudly Presented to:

Rayen Abderazzak

on the 05th of November 2023

in recognition of his significant improvements in his performance over time as the

MOST IMPROVED EMPLOYEE.

Noel Herald Das

SOUS CHEF

Nemanja Nenadic

GENERAL MANAGER

*Ministère de Formation Professionnelle et de l'Emploi
Le Centre National de Formation Continue et de Promotion Professionnelle
L'Ecole de Formation Professionnelle « **CETRA** »*

DIPLOME

Agrément : 52 / 125 / 10

Certifie que

Mr (Melle) : *ABDERRAZAK RAYEN.*

Né (e) le : *22/03/2003* à *MANZEL FERSI « Monastir »*.

A suivi avec succès le programme de formation continue pour l'année scolaire 2019/2020

Specialité « **PATISserie / CUISINE** »

Session : *JUILLET 2020* avec la mention : *TRES BIEN*

LA DIRECTION GENERALE





Monastir, le 07 / 10 / 2020

ATTESTATION DE STAGE

Nous soussignés, société de Développement Touristique **Hôtel Ruspina** attestons par la présente que :

- ✓ Mr : **ABDERRAZEK RAYEN.**
- ✓ Né le : **22-03-2003 .**
- ✓ Titulaire de la C.I.N° : **14273429.**
- ✓ Statut : **STAGIAIRE.**

Fait partie de notre personnel en qualité de : **STAGIAIRE AU CUISINE / PATISSERIE.**

Et ce depuis le : **06/07/2020 AU 05/10/2020.**

Cette attestation est délivrée à l'intéressée sur sa demande.

Chef Du Personnel

HADJ HAMZA MOHAMED



NB : cette attestation n'est délivrée qu'une seule fois en une copie, l'intéressé doit faire, selon ses besoins autant de copie conformes à l'originale par une autorité compétente en la matière.



Certificate of Employment

Date: August 27, 2024

To Whom It May Concern,

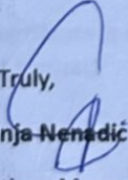
This is to certify that **Mr. RAYEN ABDERAZZAK** was employed by MOA Cakes Café, for the period from **January 2023 to June 2024**. He was designated as an **Hot Kitchen Commis** in MOA Cake Café, Westwalk Qatar.

The main responsibilities were:

- Carry out daily and weekly procedures, including temperature checks, food labeling and storage
- Keep high standards of personal hygiene, clean uniform and overall camaraderie
- Adheres to company's procedures in regards to cleaning schedules and hygiene regulations, ensuring that all records of such are maintained
- Assist in receiving and proper storage of deliveries and that all relevant company procedures are adhered to
- Has an understanding of menu planning, the implementation of stock controls, the importance of good stock management, and how this enables the kitchen to meet gross profit
- Fully aware of all hygiene control and chemicals used in the work place
- Assist in the smooth running of the kitchen
- Assist on other sections or help with other duties when kitchen is short staffed, in emergencies, and/or when number of covers require.

This certificate is being issued upon the request of employee without prejudice to company's rights under the labour contract

Yours Truly,


Nemanja Nenadic

Operations Manager



MOA Cake Café W.L.L 165625 Tel: +974 7770 9700

Nemanja.nenadic@moacakes.com