Motaz Ahmed

Adaptable Team Member open to work with you!

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Languages

English (Native)

Urdu (Native)

Hindi (Native)

Spanish (Basic)

About

Experienced retail professional skilled in customer service, cash handling, and team leadership. Proficient in maintaining organised shop floors and ensuring high standards of service. Adaptable and efficient, ready to excel in dynamic retail environments.

BRANDS WORKED WITH

Whole Foods Market   Wellcome Supported Lodging   MOTAZ AHMED

CONCESSIONS

Experience

CASHIER, DELIVEROO ADMIN, SCO OPERATOR

Whole Foods Market | Jul 2023 - Now

   Provided personalized customer support by addressing inquiries and tailoring assistance to individual preferences, showcasing strong interpersonal skills.   Proactively resolve technical issues, including computer errors, and implement theft prevention measures by monitoring scanning activities.   Maintained a secure and organized IT workspace, emphasizing a commitment to safety and hazard mitigation.   Collaborated effectively with team members to ensure timely order processing and delivery, demonstrating adaptability and coordination skills.   Accurately inputted product codes and ensured proper packaging to minimize damage risks.   Recorded completed orders in an Excel spreadsheet, with transaction number, cost and order number for company records and review.   Recorded total revenue made for each day on Deliveroo and average money made during the week using Sum, Average and used CountIf to show the higher spending customers for Whole Foods Market

DATA AND AI FOR TECHNOLOGY MEETUP
December 2023
    Engaged in a one day Tech meetup that was focused on emerging trends in technology, featuring talks and networking opportunities with industry professionals and experienced individuals that work in my desired field   Worked collaboratively in a group of 6 individuals in a project. We were assigned a project where we had to find out how companies (our company was Netflix) use data to drive future success. We used the CRISP DM model (Business Understanding, Data Understanding, Data Preparation, Modelling, Evaluation, Deployment and Iterate) to understand what companies like Netflix are trying to achieve and the process they go through to ensure continuous success.   I had been assigned by my team to do our group presentation where I talked about how Netflix gathers data such as
what users watch, how long they watch and trying to understand the consumer to create recommendations that the consumer may be interested in. I also talked about how Netflix can better use their data and offers they could add to keep their consumers engaged.

CARE ADMIN

Wellcome Supported Lodging | May 2022 - Aug 2023

   Worked closely with 2 separate families, observing their activities and how they interacted with their children and what it made them feel for company records and for the local authority to review. Adhered to confidentiality laws and regulations to make sure important information was kept private and safe   Maintained accurate records of expenses of both families in 2 separate slides. I used Sum feature on Excel to count how much money was spent each month and each year for company records   Organized and maintained detailed records of important documentation of both families   Collaborated with a multidisciplinary team to coordinate services and resources, facilitating comprehensive support for clients   Organized inclusive activities and competitions for care home residents, fostering a sense of community and collaboration among team members.
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● CONCESSIONS TEAM LEADER

MOTAZ AHMED | Jan 2022 - Apr 2022

Provided leadership, oversight and management of up to 20 employees and volunteers at any given time, ensuring high standards of service and efficiency.   Overseeing inventory management, including ordering and maintaining stock levels to meet demands of the customer   Supervised, trained and developed new team members in accordance to the company policies, healthy & safety rules and
regulations and work procedures   Managed all cash functions - cash register setup, deposits, credit card transactions and cash register reconciliations

Assigned and coordinated specific roles for team members, including till operators, back-of-house staff, waiters, and kitchen porters, within the stalls and lounges to ensure smooth and efficient operations.   Complied with all food safety standards and ensured all cooks and kitchen staff were provided with equipment such as hair
nets and gloves to ensure high levels of service   Maintained a tidy and welcoming shop floor, adapting to operational requirements to uphold a pleasant environment.

● STAND/LOUNGE WORKER

CONCESSIONS | Jul 2021 - Dec 2021

Greet and serve guests in an efficient manner with excellent customer service to contribute to a positive guest experience   Operate cash registers, handle transactions accurately and maintain balanced cash drawers

Maintain cleanliness and organization of the concession stand, ensuring compliance with safety and sanitation guidelines.   Assist with inventory management, including restocking supplies and reporting low stock items to supervisors.   Followed all health and safety protocols, maintaining a safe environment for guests and staff.

Education & Training

2024 - 2027   ● **University of Westminster**

Sustainability Business Managment, BA