



# Lisa Tani

Supervisor

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## Languages

English (Fluent)

## About

I bring extensive customer service and team supervision experience from Wingstop, excelling in high-pressure environments. Skilled in stock management and staff training, I'm adaptable and ready for dynamic retail sales roles with a focus on delivering exceptional client experiences.

### BRANDS WORKED WITH

HAP

East Midlands Ambulance Service - NHS

## Experience

### ● Call handler

East Midlands Ambulance Service - NHS | Jun 2023 - Dec 2023

- 111 Call handling
- Calling patients and informing them of the wait times for an ambulance
- Cancelling any dispatched ambulances
- Listening to the patients' needs and acting accordingly to what they need
- Confirming patients' details.
- Working 12+ hour shifts
- Using triage systems

### ● Outbound Call Handler

HAP | Jan 2022 - Aug 2022

- Handing tax rebates
- Following a script but also improvising the calls to suit the conversation.
- Outbound calls
- Using an excel spreadsheet to fill out the customers details to calculate their estimated tax refund.
- Hitting targets daily



### ● Wing-stop (Supervisor)

Wingstop | Jan 2018 - Oct 2020

- Serving food to customers
- Memorising orders
- Taking payments
- Being organised within our sections and also being able to help out our colleagues during busy hours.
- Closing the store as efficiently and quickly as possible
- Bar work
- Working full time during full time education and balancing both

Warehouse operative (Worked with an agency throughout 2020-2022)

- Working at many different warehouses through agency's like indeed flex or GIG at places like Sainsbury's and Waitrose
- Lifting heavy loads in the correct manner
- Achieving daily targets

Wing-stop (Supervisor) January 2018- October 2020

- Learning how to log stock in digital spreadsheet.
- Training new employees in the correct manner
- Restocking the freestyle machines
- Creating rotas in time for the following week in regard to everyone's availability.
- Supervising the crew members on shop floor and tills

## Education & Training

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2018 - 2020 ● Harrow College  
Biomedical Engineering,