



# Kristian Merkja

I am a fashion student, passionate about creativity & style, expressing unique vision through design & trends.

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## Languages

English

## About

With years of waitressing experience, I've mastered customer service and adaptability in fast-paced settings. My proficiency in complaint handling, aftercare, and styling, combined with basic English skills, makes me an ideal candidate for dynamic retail environments.

### BRANDS WORKED WITH

Iberico

Pizzeria on the Green

## Experience

### ● Waitressing

Iberico | Aug 2021 - May 2023

Contact: Nuno Nunes Phone number: 07958781155 Email address: nunonunes@hotmail.co.uk

1. Customer Assistance: Provided friendly and efficient service by taking orders, handling transactions, and addressing customer inquiries, ensuring a positive experience for all visitors. 2. Maintaining Cleanliness: Supported the team in maintaining a clean and organized workspace, including washing dishes, wiping counters, and ensuring the shop's cleanliness met health and safety standards. 3. Learning and Adapting: Quickly grasped coffee shop procedures and protocols, demonstrating a willingness to learn different tasks and adapt to changing needs in a fast-paced environment. 4. Team Support: Assisted colleagues during rush hours by refilling supplies, restocking inventory, and collaborating effectively, contributing to a smooth and efficient workflow.

### ● Waitressing

Pizzeria on the Green | Feb 2019 - Feb 2020

Contact: Suela Drini Phone number: 07715270111

1. Superior Customer Service: Delivered exceptional service, ensuring a positive experience for customers through attentive table service, resulting in high satisfaction rates. 2. Maintained Clean and Welcoming Environment: Proactively assisted in maintaining a clean and inviting ambiance by efficiently clearing tables and upholding cleanliness standards, enhancing the overall customer experience. 3. Financial Accountability: Proficiently managed cash and card transactions, maintaining accurate financial records, ensuring precision in monetary transactions. 4. Effective Problem Solver: Successfully navigated high-pressure situations, resolving issues efficiently, and maintaining a high standard of service during challenging moments.