



Brian Omowumi

I am an enthusiastic individual with a genuine love and interest in the fashion industry.

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Languages

English

About

I have experience working in fast-paced environments, as well as solid communication and interpersonal skills, which have enabled me to excel in customer-facing roles. My work as a bar associate at Wetherspoons, where I provided excellent customer service and increased sales through creative promotions, demonstrates my ability to build positive relationships with customers. As a warehouse operative at Amazon, I developed my skills in operating warehouse equipment, problem-solving, and maintaining accuracy in fulfilling orders. As a front-of-house supervisor at Dolce Desserts, I successfully managed a team of up to 6 employees and implemented strategies to improve customer satisfaction and sales. In addition to my practical experience, my education and qualifications further demonstrate my capabilities. I am currently taking a gap year from my BA (Hons) in Criminology from the University of Birmingham. The course has provided me with a strong foundation in analytical and strategic thinking. At the same time, my GCSEs and IB Diploma from Dartford Grammar School for Boys demonstrate my commitment to education and attention to detail.

BRANDS WORKED WITH

Amazon

Connect Health Group

Dolce Desserts

MACH Agency (Sainsbury's)

MITCHELL & BUTLER

Showcase Cinema de Lux

Sitel

Wetherspoons

Experience

● Shift Supervisor

MITCHELL & BUTLER | Mar 2023 - Jun 2023

- Managed a cross-functional team of 4 - 8 individuals and delegated responsibilities effectively, ensuring all tasks were executed efficiently to maximise customer satisfaction and business revenues
- Was responsible for £ 2,000 - £10,000 of cash flow operations per day
- Leveraged store data to accurately restock inventory needs and reduce Pub wastage by 5%
- Played a pivotal role in ensuring all operations were running smoothly after refurbishment took place

● Ward Host

Connect Health Group | Mar 2023 - Jun 2023

- Managed daily operations of a ward at Connect Health Group, ensuring smooth patient flow and high levels of customer satisfaction.
- Coordinated and facilitated the admission and discharge process for an average of 30 patients per day.
- Demonstrated exceptional communication skills by effectively liaising with patients, their families, and medical staff, resulting in a 97% patient satisfaction rate.
- Maintained cleanliness and hygiene standards within the ward, achieving a consistent rating of 98% during routine inspections.
- Successfully organised and delivered meals to approximately 50 patients per mealtime, adhering to dietary restrictions and special requests.
- Acted as a point of contact for patient queries and concerns, handling an average of 20 inquiries per day and resolving 90% of issues independently.
- Collaborated with the nursing team to support patient care by assisting with basic medical procedures, such as taking vital signs and administering medications.
- Conducted regular patient rounds, providing emotional support and ensuring patient comfort, resulting in an improved patient experience and a decrease in patient complaints by 20%.

● Bar Associate

Wetherspoons | Jun 2021 - Feb 2023

- Experienced Bar Associate with 1+ years of experience in the hospitality industry, specializing in Wetherspoons bars
- Skilled in providing excellent customer service, managing bar operations, and creating a welcoming atmosphere
- Proven track record of increasing sales and customer satisfaction through creative promotions and marketing initiatives
- Adept at handling cash, credit card, and other payment transactions accurately and efficiently during busy periods
- Knowledgeable in preparing and serving a variety of alcoholic and non-alcoholic beverages
- Committed to upholding health and safety standards in the workplace



● Warehouse Operative

Amazon | Jul 2022 - Sep 2022

- Experienced Amazon Night Time Warehouse Operative in a fast-paced warehouse environment.
- Skilled in operating a variety of warehouse equipment, including forklifts, pallet jacks, and order pickers.
- Proven ability to accurately pick, pack, and ship orders promptly.
- Adept at problem-solving and troubleshooting to ensure orders are fulfilled correctly.
- Committed to safety and quality control standards, with a focus on customer satisfaction.
- Experienced in inventory management and cycle counting to ensure the accuracy of stock levels.

● NHS Test and Trace Agent

Sitel | Jul 2021 - Sep 2021

- Experienced NHS Test and Trace Agent for Sitel, working remotely to provide contact tracing services for the public.
- Utilized effective communication skills to provide accurate information to customers and ensure their safety.
- Proven ability to work independently and efficiently to meet tight deadlines.
- Adept at using various software programs to track and trace contacts.
- Completed training on the NHS Test and Trace system and protocols.
- Demonstrated ability to remain calm and professional in high-pressure situations.
- Committed to providing excellent customer service and ensuring the safety of the public.



● FOH Supervisor

Dolce Desserts | May 2021 - Jun 2021

- Experienced Front of House Supervisor in Dolce Desserts
- Skilled in managing staff, ensuring customer satisfaction, and maintaining high standards of quality
- Proven track record of successfully managing a team of up to 6 employees
- Developed and implemented innovative strategies to increase customer satisfaction and sales
- Established and maintained effective relationships with vendors and suppliers
- Ensured compliance with health and safety regulations and standards

● Warehouse Operative

MACH Agency (Sainsbury's) | Jun 2020 - Sep 2020

- Experienced Warehouse Operative for MACH Agency, working in Sainsbury's
- Proven track record of efficiently managing stock levels and ensuring the accuracy of orders
- Skilled in operating a variety of warehouse equipment, including forklifts and pallet jacks
- Adept at working in a fast-paced environment, meeting tight deadlines and ensuring customer satisfaction
- Committed to maintaining a safe and organized warehouse, following all safety protocols
- Experienced in receiving, storing, and distributing goods in an efficient and timely manner
- Demonstrated ability to work independently and as part of a team to

achieve organizational goals

- Distributed goods such as meat and dairy products in quantities of 150+ units from manufacturer to different Sainsbury's branches in the South of England

● Sales Assistant

Showcase Cinema de Lux | Jan 2019 - Jun 2019

- Responsible for providing optimal service to over 200 customers per day and processing transactions of over £5000
- Proven track record of success in sales, consistently exceeding monthly targets
- Skilled in customer service, with the ability to build strong relationships with customers
- Experienced in upselling and cross-selling products to maximize sales
- Proficient in using POS systems to process transactions quickly and accurately
- Adept at handling customer inquiries and resolving complaints on time
- Demonstrated ability to work in a fast-paced environment and multitask effectively
- Highly organized and detail-oriented, with excellent problem-solving skills
- Committed to providing an exceptional customer experience and ensuring customer satisfaction

Education & Training

● Dartford Grammar School for boys

GCSEs and IB Diploma,