

Zayneb Mbarki

Events Coordinator

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Languages

Turkish

English

About

An enthusiastic, ambitious and hardworking individual with extensive experience providing high-quality Administrative and Customer Service support in a variety of professional contexts and with transferable skills developed to a high standard through work and parenthood. Looking for new opportunities in Administrative / Clerical contexts and the chance to make a positive contribution to a business.

BRANDS WORKED WITH

AnywhereWorks

COSTA

HILTON

Marriot Hotel Windsor

Tesco

Experience

● Events Manager / Groups and Events Coordinator

Marriot Hotel Windsor | Jun 2022 - Feb 2023

- This is an office based role, which I was able to show great customer service skills, administrative skills, email/phone marketing.
- I was able to meet a lot of high end cliental and contradict meetings with them.
- I handled events from the start to the end with all the planning and financing of the events.



● CX Associate

AnywhereWorks | Feb 2022 - Jun 2022

- Temp sales and customer service remotely for this company

● Customs Clerk

| Apr 2021 - Mar 2022

- Dealing with the new CDs system mainly but able to do all types of custom entries using CDS.
- Doing import declarations for Northern Ireland shipments since April. Have knowledge of freight forwarding industry as a full through my apprenticeship.
- I have carried out remote work through this job



● Customer Service Desk

Tesco | Oct 2019 - Mar 2021

may customers problems and handle and complaints in a professional way.

● F&B Assistant

HILTON | Apr 2019 - Sep 2019

- I was employed by Hilton first in the restaurant as a waitress then later by the bar in Hilton Syon park, which is a very fast pace and busy environment therefore I am able to work Under pressure and in a fast environment. Hilton is a very professional cooperation therefore as staf we are fully trained to talk to customers in a very professional manner.
- Hilton has helped me improve in customer service skills as I've had to deal with a lot of high status customers who were all very impressed by my service

● COSTA | Nov 2018 - Mar 2019

- I'm a fully trained barista at Costa making customers cofee serving food and serving customers at the till.

Education & Training

2017

● THE GREEN SCHOOL

GCSE Science(B) Maths,

2015

● THE GREEN SCHOOL

A Level Turkish (A),