



# Marcus Mbatia

Former Warehouse Operative

Former Retail assistant

Waiter and catering assistant

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## Languages

French (Work Proficiency)

English (Native)

Swahili (Work Proficiency)

## About

I bring extensive retail experience as a Shop Assistant, excelling in customer service and teamwork. My adaptability ensures smooth integration into any environment. Bilingual in basic French and English, I am dedicated to enhancing the workplace with energy and positivity.

## Experience

### ● Hotel waiter

Adolphus | May 2024 - Now

- Did a training course in Hospitality and Food safety and hygiene and was awarded a certificate
- One of the highest levels of waiting
- Kept extremely good etiquette and grooming upon strict rules

### ● Builder in construction project

family business | Jan 2023 - Jan 2024

- Private work in a home construction project for a family member.
- Used a lot of physical strength and well as intelligence and innovation to help complete this project. Shown great skill in highly practical duties, being quick and effective.



### ● Warehouse operative

Amazon | Jan 2022 - Jan 2023

- Strength from constant basketball training, going gym every-day, and genetic strength helped me to excel in carrying boxes and moving heavy objects.
- Brought great energy and uplifted colleagues
- Never slacked even during long hours

### ● Part-time carer

Care home | Jan 2022 - Jan 2023

- Part-time role caring for a young family member with autism during the school holidays.
- Built up a good working relationship through being dedicated, patient and establishing trust.
- Learnt the importance of making decisive decisions, particularly when outside of the home.
- Cultivated my listening skills to ensure that I understood the needs of who I was supporting.
- Ensured that my approach was always coming from a place of kindness.

### ● Retail assistant and cashier

Family business | Jan 2021 - Jan 2023

- Garnered skills in making sure customers were directed clearly to where they wanted to find something. Etc.
- Basic knowledge of maths and quick hands helped me prosper in being a cashier
- Brought great energy and vibes to the workplace
- Never slacked even during long hours

### ● Kitchen Staff

Shack events | Jan 2021 - Jan 2023

- Had roles in a family restaurant business such as cooking meals in the kitchen with a small staff, being a waiter and server of food to customers.
- Known as the kid who brought great energy and good vibes to the workplace
- Pushed those around me to be consistent and not to slack.
- Used my Fast learning and listening skills to take orders and complete tasks effectively, also to help other workers struggling to understand something.

- **Computer repair and IT services**

Batians E tech | Jan 2019 - Jan 2023

- Started from a young age, using a high amount of IT knowledge and my knack of computing. I was able to strive for years in assisting my father in his business (now dissolved)
- Learnt very high levels of skill in how to repair internal problems and issues with hardware, as well as general IT skills.

- **Events catering**

Voluntary | Jan 2023 - Jan 2024

- Serving food and drinks for people in large events in stadiums etc.
- I emit great energy to customers and staff uplifting everyone and aiming to contribute to improving their day.

- **Catering volunteer**

family business | Jan 2021 - Jan 2023

- Voluntarily worked in catering for some months for large events such as weddings and baby showers.
- Required adequate speed with hands in which I showed, as well as, taking a large number of tasks at once.
- Strengthened the skill of rectifying problems made by others or myself very efficiently.
- Mentally and emotionally stable, upon a large amount of stress in a workplace, I remain composed and focus on the tasks at hand.

## Education & Training

2022 - 2024

- **Havering Sixth Form College**

Level 3 BTEC in Information Technology,

2017 - 2022

- **The Campion School**

Maths,,