



Firdaws Kyriacou

Asset Manager Team Assistant

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Languages

English

About

With a passion for customer service and a versatile skill set in fast-paced environments, I excel at creating exceptional guest experiences. My background spans food preparation and sales to makeup artistry, showcasing my adaptability and dedication to maintaining high standards across diverse retail settings.

BRANDS WORKED WITH

- Mohamed Saleh
- Navid Bhatti
- Mohamed Osman

Experience



● Team member

Ole & Steen | Mar 2023 - Feb 2024

Employer: Marie Castro- marieisabellrecastro@gmail.com

In the course of this employment, I learnt many skills such as barista skills to prepping and packaging food at while maintain hygienic standards. I was also responsible for the quality of my guest's experience, by ensuring they were comfortable and satisfied with their service, by smiling, engaging in conversation, making sure the display was presentable and up to standards and working on the cleanliness and ambiance of the bakery, furthermore creating menu items in the kitchen and ensuring everyone has clean crockery, utensils and environment to enjoy as opt only a customer but employee as well.

I also juggled my tasks efficiently such as making coffee, serving guests, cleaning table sand dishes in order to assist the store running smoothly. I also worked to my best of my ability to be customer focused by priotising the customer and assisting with whatever they needed. Additionally, I worked to be detail oriented so that I would be able to tell whenever something needed to be cleaned or if something was missing on display so that I could immediately replace it to keep up with store standard. This time period taught me a lot as I had to keep up with my responsibilities like being early and finishing my task efficiently to ensure me and my team went home onto time after closings. Lastly I maintained the same attitude to work on both opening and closings shifts.

● Food Take Away Assistant

Mohamed Saleh | Jun 2022 - Aug 2022

Assisted in running a pancake desert parlour. At this time, I was working a family-owned pancake food stand, when I was hired, I assisted with making, decorating maintaining the food stand itself. This included changing, cleaning and restocking toppings and other supplies. This maintain the food stand proficiently team work skills and communication skills were very important without good communication the stand would not have run smoothly and we would not have been able to reach our goals regarding meeting goal sales and much more, however it was also important for me to have my own good intuition and make my own educated decisions and guesses when needed as support wasn't always available as we were constantly busy and my team was unavailable majority of the time due to demand. Due to this I think this job helped solidified my skills as it constantly tested my skills and abilities due to the high pressure of demand and constantly trying to service and satisfy as many customers as possible, Again here are further examples of how I assisted to help the company succeed:

- Displayed exceptional product knowledge when handling customer queries.
- Accurately handled cash and card payments.
- Safely erected and dismantled stall, loading and unloading goods for sale.
- Built strong rapport with regular customers at food markets and events.
- Collaborated with coworkers to maximize potential for successful business growth.

- Communicated with management to explain issues and formulate solutions.
- Assisted management with activities to plan and oversee events and programs.
- Managed to communicate well with customers and was very social and welcoming.

● Mobile Phone Repair Assistant

Navid Bhatti | Jan 2022 - Jul 2022

During this employment I overshadowed Naveed who is a mobile phone repair technician who I learned many skills from, after I was trained to a decent standard he put me in the heat of it and let me experience the realities of the company by making me serve clients and discuss their needs and expectations for their device after this step it was my responsibility to talk through the customers' needs with Naveed with excellent detail so he can work to meet the customers' expectations fully. It was always crucial I reported the correct information to Naveed otherwise the company would be in jeopardy, below are more examples of some of the tasks I had to carry out while working here:

- Consistently arrived at work on time and ready to start immediately.
- Successfully delivered on tasks within tight deadlines.
- Increased customer satisfaction by resolving issues.
- Cleaned work areas and equipment to maintain faultless hygiene standards.
- Increased revenue by upselling and recommending products.
- Created and maintained displays and signs.
- Completed customer orders with speed and accuracy.
- Delivered exceptional customer service by proactively listening to concerns and answering questions to the best of my ability.



● Activity Leader

Mohamed Osman | Jun 2021 - Jan 2024

was chosen to run activities with groups of kids that ranged anywhere from 10-30 kids a session. It was also my responsibility to ensure the kids were kept safe, fed and clean throughout the day I ensured this with a team who I worked with to ensure we kept the club at the standards expected by us. Through this I gained many skills but mostly worked on my team working and communication skills as these skills were crucial to ensure we were able to do our jobs efficiently. During this I had to learn how to communicate well with my colleagues in order to plan how we were planning on running the session that day, our time plan for the day and how we planned on controlling the kids and keeping them comfortable, when we learnt how to communicate well and work with each other our sessions ran smoothly with no accidents or disturbances. Below are more examples of what me and my team had to do during shifts:

- Managed safety concerns and adhered to all compliance requirements.
- Facilitated smooth running of programmes by preparing activity-related documentation, including supply lists, behavioural reports, arrival and departure schedules.
- Organised activities for younger kids and created welcoming and supportive environment to encourage participation.
- Served daily snacks for 30+ kids, adhering to food schedules and dietary orders to achieve high levels of safety and satisfaction.
- Ensured adequate preparation and set up for on-site activities, carrying, lifting and moving activity equipment of 10+ kg between play locations.
- Created safe and positive learning environment, monitoring kids' behaviour to ensure compliance with established regulations and guidelines.
- Integrated academic and vocational based curriculum to help students learn and acquire life skills. Implemented programmes of activities for groups of 30+ students aged 3-15.
- Organised activities for kids and created welcoming and supportive environment to encourage participation.
- Kept activity rooms and equipment organised and clean.
- Maintained master calendar of events and organised volunteers.

● Make Up Artist

| May 2021 - Dec 2022

Growing up I developed a love for makeup and decided to use my skills to build a career for myself so I started my own company and did makeup professionally for a wide range of customers desires from party makeup to bridal makeup and much more. Through this I learnt many skills that can be used for any job role, such as time management, general management, communication skills, problem solving skills and many more, here are some further examples of what I did to maintain my company at its best standard:

- Applying makeup to enhance or alter the physical appearance of customers;
- Conferring with producers, customers, and performers in order to determine the desired appearance;
- Establishing budgets accounting for materials and labour fees;
- Examining sketches, photographs, and other references from concept artists to get inspiration for the desired look;
- Purchasing and making sure they have all the necessary tools, equipment, and materials for the job at hand;
- Properly transporting their tools, equipment, and material;
- Restocking materials when required;
- Assessing the customer's skin tone and complexion, as well as their specific requirements, if any, in order to determine the necessary products and materials they will use;
- Preparing the skin for makeup application (e.g. cleaning, exfoliating, moisturizing, and priming) and applying makeup setter once the look is done in order to make it last longer;
- Keeping customers comfortable in a good, hygienic work space.

Education & Training

- **Pimlco academy)**

Full GCSE,

- **Southwark College**

BTEC L3 National Extended Diploma in Computing(JAL3),