



Natasha Madzadzavara

Retail Sales Assistant

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Languages

English (Fluent)

About

I bring extensive retail and hospitality experience, excelling in customer service. I'm adaptable, proficient in multitasking, and passionate about delivering exceptional customer experiences in dynamic retail environments.

BRANDS WORKED WITH

Arup

Nandos

Experience



● Part-time Junior Project Manager

Arup | Sep 2023 - Now

As a Part-time (2 days a week) Junior Project Manager I support senior project managers by coordinating project activities, maintaining schedules, and ensuring project milestones are met. I assist with project documentation, including plans and reports, and facilitate communication among team members and stakeholders to ensure project objectives are clear. Key responsibilities include tracking progress, resolving issues, and efficient resource allocation. I also assist in budget management and risk assessment. I am organised, able to multitask, and proficient in project management tools like MS Project, Excel, Power BI, word etc.

● Manager Support Worker

Lorac | Dec 2021 - Sep 2023

Duties

- Providing physical assistance, such as assisting with domestic chores and personal care.
- Offering emotional support to a person and their family.
- Working with both adults, teenagers and children
- Assisting and assisting with health-care needs, such as routine checks or prescription administration.
- Clear and effect communication with all staff members
- Collaborating with other healthcare experts to ensure that all care needs are met to the best levels possible
- Delegating shifts and work to others.
- Ensuring an employee has the required resources to be successful and feel empowered to make their own decisions.

● Waitress/BOH

Nandos | May 2017 - Dec 2021

During my time at Nandos, I provided exceptional customer service and contributed to a pleasant dining experience for patrons. I took orders, served food and beverages, and ensured a clean and organised dining environment. I effectively communicated with customers to accommodate their preferences and any special requests. Additionally, I collaborated with the kitchen staff and fellow waitstaff to ensure efficient and timely service. As a Back of House team member at Nando's, I ensured the smooth operation of the kitchen by preparing and cooking dishes to high standards, adhering to health and safety guidelines, and maintaining cleanliness. I specialised in grilling PERi-PERi chicken, ensuring each meal met customer expectations. Working closely with the front-of-house team, I managed orders efficiently, especially during peak times.

Education & Training

2023 - 2024

● London Metropolitan College

Project Management,,