

Yam Bahadur Gurung

Customer Team Leader

Proficient and dedicated leader with over 5 years of professional experience in management, sales, training, and customer service. Proven communication skills both oral and written and responds well in high-pressure situation. Demonstrate initiative, professionalism and integrity. To use my diverse skills and abilities to increase revenue and customer satisfaction.

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WORK EXPERIENCE

Customer Team Leader

Co-operative Food, Whitley Wood, Reading

Duties and Responsibilities

- To lead, monitor, and supervise a group of employees to achieve goals that contribute to the growth of the organization.
- Create a healthy and motivating work environment and atmosphere.
- Making sure that Health & Safety rules are strictly followed by all team members.
- Listen to team members' feedback and resolve any issues or conflicts.

Section Leader

COSMO Restaurant, Friar Street, Reading

Duties and Responsibilities

- Overseeing food preparation, presentation, and storage to ensure compliance with food health and safety regulations.
- Monitoring the restaurant's cash flow and settling outstanding bills.
- Checking in on dining customers to enquire about food quality and service.
- Resolving customer complaints in a professional manner.

Sortation Associate

Amazon UK DRG2, Theale, Reading

Duties and Responsibilities

- Receive, unload and place incoming inventory items appropriately.
- Inspect products for defects and damages as well as organize warehouse space.
- Abide by all company safety and hygiene regulations.
- Contribute ideas on ways to improve or optimize warehousing procedures.

Door Supervisor

Restaurant and Hotels

Duties and Responsibilities

- To check the entrance of visitors and clients, and search for weapons, drugs or other prohibited items.
- Ensure that all employees, customers and guests comply with the site's rules of conduct.
- Dealing with emergencies and co-operating with police, first aiders and management.
- To watch people's behaviour and deal with conflict as well as physically intervene and escort people out of the venue, if necessary.

SKILLS

Microsoft office program and POS system

Analytical and Organizational skills

Clear communication and Time management

Interpersonal Skill

Leadership and Conflict Resolution

CERTIFICATION

Certification Of Door Supervisor (SIA)

Diploma in Operation Management

Barista Training Course

Diploma in Workplace Health and Safety

INTERESTS

Travelling

Online courses

Languages