

**LAURENCE A. CASTRO**  
Sales Associate, Barista Shift  
Supervisor



## CONTACT

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Qatar

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## PERSONAL DETAILS

Date of Birth : 27/02/1986

Marital Status : Single

Nationality : Filipino

## SKILLS

\*Excellent communication and interpersonal skills \*Leadership skills like decision-making motivation and goal setting \*Strong problem-solving skills \*Exceptional organization and time management abilities \*Conflict resolution skills \*Customer service skills \*Ability to work is part of team and collaborate effectively \*In-depth industry knowledge \*Understanding of relevant health and safety regulations \*Comfortable with work place technology like registers, scheduling software inventory management software \*Basic Math skills

## LANGUAGES

## OBJECTIVE

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

## EXPERIENCE

### Fawaz Alhokair-Zara (Kingdom of Saudi Arabia)

August 25, 2014 - August 26, 2016

Cashier

Duties and Responsibilities

1. Manage transactions with customers using cash registers
2. Scan goods & ensure pricing is accurate
3. Collect payments whether in cash or credit
4. Issue receipts, refunds, change in tickets
5. Redeem stamps and coupons
6. Cross sell products and introduce a new ones
7. Resolve customer complaints, guide them and provide relevant information
8. Greet customers when entering or leaving the store
9. Maintain clean and tidy check out areas
10. Track transactions on balance sheets and report discrepancies
11. Bag box or gift wrap packages
12. Handle merchandise returns and exchange

\*Tagalog (Filipino) \*English \*Arabic  
Write: Filipino, English, Arabic Read:  
Filipino, English, Arabic

## INTERESTS

Cooking

Bartending

Basketball

Surfing to internet

## ACHIEVEMENTS & AWARDS

Mocktail and Cocktail mixing School  
Competition TESDA-School -Champion

### **Apparel Trading Co. Ltd.- Skechers(Kingdom of Saudi Arabia)**

November 30, 2016 - Feb. 15, 2018

Sales Associate

1. Greeting customers
2. Responding questions and giving information to the customers
3. Sharing product knowledge with customers
4. Providing recommendations to customers
5. Managing financial transactions and processing payments
6. Preparing merchandise and designing displays
7. Maintaining a clean and tidy space
8. Assisting with inventory
9. Handling refunds and returns
10. Handling customer complaints
11. Processing newly received shipments
12. Alerting management of potential security issues
13. Creating positive customer experience and work environment

### **Al shaya International Trading Co- Starbucks Coffee Shop(KSA)**

August 26, 2019 - August 26, 2021

Barista & Shift Supervisor

1. Manage daily schedules, employee shifts and time off request
2. Assign duties to employees and oversee their progress
3. Ensure that the daily sales production goals are met
4. Count cash at the end of the shift and manage bank deposit
5. Train and integrate new workers
6. Provide guidance and feedback to employees when needed
7. Ensure industry rules and regulations are followed
8. Handle customer and employee complaints
9. Resolve conflicts between employees
10. Transfer products and other objects to and from worksite on occasion

## **Casper and Gambinis-Aida Trading (Qatar)**

September 2, 2022 - Up to present

Barista

1. Preparing and serving hot and cold drinks such as coffee,tea,artisan and specialty beverage
2. Cleaning and sanitizing work areas, utensils and equipment
3. Cleaning service and seating areas
4. Describing menu items and suggesting products to customers
5. Servicing customers and taking orders
6. Ordering receiving and distributing stock supplies
7. Receiving and processing customer payments

## **EDUCATION**

### **Torrijos Poblacion School of Arts and Trades**

2004-2006

2 Years Diploma in Hotel and Restaurant Management

Graduated

## **REFERENCE**

### **Gary Ramirez - Alshaya group (Starbucks Central Province KSA)**

Senior Store Manager

+966599005844

### **Karim Zaki - Alshaya group(Starbucks Central Province KSA)**

Operation District Manager

+966581223457

## **ADDITIONAL INFORMATION**

Coffee Master - Starbucks Central Province KSA

Barista Trainor - Starbucks Central Province KSA

Person in Charge Level 2 - Starbucks Central Province KSA

Basic Food Safety Certified



LAURENCE A. CASTRO