



TANMOY

KARMAKAR

SHIFT SUPERVISOR

PROFILE

I aim to work with passion, dedication, and hard work, using my 11 years of experience in guest service, inventory, and staff management. I am skilled at efficiently running a store and seek opportunities to enhance my knowledge and skills while contributing to the growth of the organization.



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Doha, Qatar

LANGUAGE

- English
- Hindi
- Arabic(basic)

SKILLS

- Customer Service
- Communication
- Teamwork
- Barista Skills
- Time Management
- Problem-Solving
- Sales Skills
- Attention to Detail
- Multitasking

ACHIEVEMENTS

- Certified Shift Supervisor
- Certified Barista trainer
- Certified Barista
- Barista Championship

EXPERIENCE

STARBUCKS, DOHA

2021-Present

Shift Supervisor, Barista trainer, Barista

Leading and managing the team to ensure smooth operations during shifts. Delivering exceptional customer service and handling any customer concerns. Overseeing inventory, cash management, and store performance. Ensuring product quality and consistency in line with Starbucks standards. Supporting staff training and optimizing shift scheduling. Ensuring compliance with health, safety, and cleanliness standards. Contributing to sales targets through upselling and effective promotions.

DUNKIN and BASKIN ROBBINS

2017-2021

Store in charge

A Dunkin' store in-charge oversees daily operations, manages staff schedules, ensures product quality, handles customer service, monitors inventory, manages cash flow, and maintains a clean, safe, and efficient store environment.

CHAI BREAK

2016-2017

Bar tender and Cashier

A bartender prepares and serves drinks to customers, making sure they have a good experience at the bar. A cashier, on the other hand, processes payments for purchases, manages the cash register, and helps customers with their transactions.

Cafe Coffee day

2013-2016

Barista

A Café Coffee Day barista prepares and serves coffee and other beverages, takes customer orders, maintains cleanliness, restocks supplies, and ensures a pleasant customer experience.

EDUCATION

Bardhama University

2013

Bachelor of Arts

WBHSE BOARD

2011

Intermediate

DECLARATION

I hereby declare that the information provided above is true and correct to the best of my knowledge and belief.