

Fatma Bae

Customer-Focused Professional in Retail Operations and Hospitality Management

Aurora · Colorado · US

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Profile

Customer-focused professional with over 7 years of experience in retail operations and hospitality management. Adept at delivering quality service, managing daily floor operations, and supporting team performance in fast-paced environments. Seeking to transition into a role that values interpersonal communication, organization, and client engagement. Strong work ethic and adaptability with a history of maintaining high customer satisfaction in diverse settings.

Skills

Customer Service, Operations Management, Inventory & Merchandising, Team Leadership & Training, Scheduling & Time Management, Conflict Resolution, Technology & Software, Food & Hospitality, Communication, Event Support

Languages

English | – Present

Native

Arabic | – Present

Basic conversational

Awards

Employee of the Quarter | 2022-09-01

The Olive Vine Restaurant

Recognized as “Employee of the Quarter” Q3 2022 for consistently high guest feedback scores.

Top Performer – Holiday Sales Incentive Program | 2019-12-01

Evergreen Home Goods

Top performer in Holiday 2019 sales incentive program based on units sold per shift.

Certifications

ServSafe Food Protection Manager Certification | 2018

Interests

Food Photography | – Present

Community Gardening | – Present

Hiking | – Present

Café Culture Exploration | – Present

Experience

The Olive Vine Restaurant — Denver, CO

Lead Server & Front-of-House Coordinator | 01 Mar 2021 – 01 Oct 2023

Supervise daily opening and closing procedures for front-of-house staff (5–8 employees) during peak hours. Coordinate reservations, manage waitlists, and ensure timely table turnover. Train new servers on menu knowledge, service standards, and POS system. Handle customer complaints and special requests to maintain satisfaction. Prepare end-of-night sales reports and reconcile cash drawers. Collaborate with kitchen staff to streamline service and reduce wait times.

- Recognized as “Employee of the Quarter” Q3 2022 for consistently high guest feedback scores.

Evergreen Home Goods — Boulder, CO

Sales Associate (Part-Time) | 01 Sep 2018 – 01 Feb 2021

Assisted customers with product selection, store navigation, and checkout process. Managed inventory restocking, pricing updates, and visual merchandising. Handled returns, exchanges, and customer inquiries in a high-traffic retail environment. Operated cash registers and ensured compliance with store policies. Supported seasonal promotions and in-store events.

- Top performer in Holiday 2019 sales incentive program based on units sold per shift.

Cafe Sol — Longmont, CO

Barista & Shift Supervisor | 01 Jun 2016 – 01 Aug 2018

Prepared beverages, maintained cleanliness, and managed counter operations during busy morning shifts. Acted as shift lead on weekends, delegating tasks to 2–3 team members. Monitored supply levels and initiated restocking alerts to manager. Provided training to new baristas on drink recipes and customer service etiquette. Handled minor equipment issues and basic troubleshooting.

Education & Training

Associate of Arts, Communications

Front Range Community College

– 01 May 2016

References

References available upon request