

Awes Zoretic

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SALES/ TOURIST ACTIVITIES/ CONCIERGE HOSPITALITY

- PROFILE** An effectual and impassioned professional embarking on a proven ability to exceed in client service and sales with:
- Strong communication and multiple language skills (Dutch, English) both vocally and written
 - * Solid interpersonal dialectical as well as teamwork-oriented abilities
 - * Solid in-house/outside service and managerial experience
 - * Extensive experience in touristic and hospitality environments
 - * Passion for gaining personalized client relationships and relationship-building

EMPLOYMENT

2018 – Present Manager/Logistics and Caretaker

Moje Zdravje, Amsterdam

A family-owned business specializing in the production and distribution of CBD oil products aimed at helping cancer patients improve their quality of life during treatment.

- Manage and nurture client and partner connections within the pharmaceutical industry
- Oversee logistics and production, ensuring efficient workflow from raw material sourcing to product delivery
- Conduct thorough quality checks on CBD products to maintain high standards of safety and efficacy
- Assist in product development, focusing on the needs of cancer patients and healthcare providers
- Play a key role in business growth by securing partnerships with new clients and distributors
- Act as a part-time caretaker for my mother, balancing personal responsibilities with professional commitments

2014 - 2015 Assistant Manager/ Sous Cook Asian Wok. JUMBO

A local destination eatery for comfort Chinese and Southeast Asian cuisines in one of the most recognized global brands of grocery and food market conglomerate franchises (JUMBO), whose locale is named the largest franchise store in all of Holland with high lunch hour traffic.

- Promoted within third week to managerial and front of house duties
- Greeting/ Reception role towards customers and artistic-manager role of food display
- Responsible for scheduling cooks' timetables and employment hours
- Responsible for food and grocery inventory to facilitate head chef for weekly affairs
- Sous chef preparation of ingredients

2017 – 2018 Service/ Cook

Friends Coffee Shop, AMS

Greek/ Mediterranean local cafe in one of the most central and congested areas of Amsterdam with high turnover and very high street traffic.

- * Recognized as top service professional within first 6 weeks of employment
- * Reception and guest hospitality duties
- * Promoted to assistant managerial role as well as back of house (Kitchen) affairs
- * Most favored employee of customers

- * Built many repeat customer relationships
- * Attained many cooking and food/ front-of-house display experience

2016 - 2017

Events/ Hospitality Coordinator

Ina Kantine, AMS

Top events and private catering lunch restaurant hall and office space of North Holland

- Greeted, received, seated as acting Maitre'd / Receptionist
- Top events and private catering lunch restaurant of North Holland where I was given the events and client reception role to liaise among all neighboring office spaces for daily lunch service
- Recognized by employers for highest turnover of customers and client building
- Bookkeeping of food records and inventory accounting
- Scheduled creations and events planning for all other employees
- Coordinated with employer daily as his right-hand man
- Utilized my cooking diploma in daily culinary activities during primary weeks of employment before being promoted to managerial role

EDUCATION

2022 – Present Software Development (MBO4) **Mediacollege Amsterdam**

Currently pursuing a Software Development program with a focus on web and backend development, including:

- Programming languages: HTML, CSS, JavaScript, PHP, Python, SQL
- Frameworks: Laravel, WordPress, React
- Database management and web hosting
- Backend development methodologies and best practices
- Collaborative project work with an emphasis on problem-solving and innovative solutions
- Strong focus on both frontend and backend integration for complete application development
- Project management: Scrum

2017

ROC van Amsterdam Zuidoost

Amsterdam

ICT-beheerder

- Studied 1 year C++, JavaScript, Cisco Systems and other web development software
- MS Windows, Excel, PowerPoint, Word

2013 - 2017

Clusius College

Amsterdam

- Premium high school degree along with focus on self-sustainable macro-agriculture and husbandry
- Biology and Chemistry
- Geography emphasis

SKILLS

- **Culinary and Hygiene** Certification
- **Sociology and Civics** Citizenship Certification
- Strong communications skills especially outgoing and amicability, flexibility, adaptiveness, awareness and attention to detail
- Loyalty and Congeniality
- Adaptability both as team leader and team worker
- Infectious personality and a very positive and animated mood
- Advanced learning-curve performance

LANGUAGES

- Fluent in Dutch and English
- Advanced in Speaking, Reading, and Writing in Serbo-Croatian

AUTOMOBILE

- Retain a Motorcycle License

INTERESTS AND HOBBIES

Fitness and Athletics Training. Music, especially dancing to Live, Pop, Concerts. Scuba Diving license. Extensive travels, and love to travel more. Love to meet and engage with people from around the world. Love to work. Love to learn.

