

Aryan Malakouti-Tehrani
(416) 419-6165

Aryan Malakouti-Tehrani
39 Queens Quay East, Suite 1039, Toronto, Ontario, M5E 0A5
(416) 419-6165
Ariam.malak@yahoo.com

PERSONAL PROFILE AND JOB SKILLS

- Enthusiastic, hard-working hospitality student
- Able to handle deadlines and work under pressure, developed over having multiple jobs while being in College
- Bilingual - fluent in English and Farsi
- Valid First Aid and CPR, and Food Handling certified
- Smart Serve certified
- WHMIS certified
- Health and Safety Awareness certified
- OTEC's "It's Your Shift certified" (Prevention of Sexual Harassment Certification)

EDUCATIONAL ACHIEVEMENTS AND ACTIVITIES

- Hospitality and Tourism Management (BComm (Hons)), Ryerson University; Ted Rogers School of Management, Toronto, ON.
 - September 2019- Present
- Graduate of Hospitality and Tourism Administration with Honors, Advanced Diploma, Centennial College; School of Hospitality, Tourism & Culinary Arts, Toronto, ON.
 - September 2016- April 2019
- Exchange student at Certificate Program of Language, Culture and Hospitality, Suzhou Centennial College, Suzhou, China.
 - May 2017
- Maple High School, Vaughan, ON.
 - Graduation- June 2016

PERSONAL ACHIEVEMENTS AND ACTIVITIES

- Maple High School English Award, June 2016
- Photography lessons, March 2016
- Tea Sommelier, Level 1, November 2019

WORK EXPERIENCE

- E-Commerce Associate at LCBO, Toronto, ON.
 - August 2020- Present
 - Supply chain and wholesale division
 - Receive orders, scan items, and ship to store and home addresses
 - Ensure accuracy of orders
- Library Bar, Fairmont Royal York, Toronto, ON.
 - Server: August 2019- Present
 - Perform wine services
 - Handle customers' queries and concerns efficiently
 - Make menu recommendations, answer questions and share additional information with guests
 - Process payments
 - Inform guests about the daily specials
 - Assistant Server: September 2017- August 2019
 - Make suggestions about menu selections when asked
 - Ensure the timely delivery of food orders
 - Train new hires on high standards
- Banquet Server at Delta Hotels by Marriott, Toronto, ON.
 - January 2018- Present
- Support Intern at Association of Canadian Travel Agencies (ACTA), Mississauga, ON.
 - May 2019- August 2019
 - Support Multiple areas of the business
 - Assist events coordinator in planning and preparing for several events
 - Support member services team (CMS)
- Research Intern at Tourism Industry Association of Ontario (TIAO), Toronto, ON.
 - September 2018- January 2019
 - Assist in planning, organizing, co-ordination, promotion and facilitation of various types of events.
 - Learn effective strategies in building strong client relationships.
 - Assist in pre and post Event Data entry utilizing a Customer Relationship Management (CRM) system.
 - Assist in writing or preparation of Customer Relationship or Sales documents.
- Banquet Server at Shangri-La Hotel, Toronto, ON.
 - May 2018- June 2020
 - Set up buffets with food presentation standards and practices in mind, ensuring safe food handling performance
 - Serve plated dinners to guests and respond to requests for other needs
 - Open wine and take drink orders
 - Clean up venue after event ends and assist with inventory and food storage

Aryan Malakouti-Tehrani
(416) 419-6165

- Food and Beverage Server, Dolce Hotels and Resorts by Wyndham, Toronto, ON.
 - February 2017- May 2018
 - Provide excellent customer service
 - Ask for and serve beverages
 - Clean and prepare tables
- Intern as an exchange student, Crowne Plaza Hotel, Suzhou, China.
 - May 2017
 - Management trainee for housekeeping department
- Team Member, Tim Hortons, Vaughan, ON.
 - October 2015- February 2017
 - Take orders
 - Handle cash
 - Prepare orders

COMMUNITY INVOLVEMENT

- Global Citizenship and Equity Learning Experience, Kenya
 - Winter 2018
- Public Health Agency of Canada Ambassador on Campus, Centennial College
 - September 2017- April 2019
- Math Tutor for grade 9 students
 - Winter 2016
- Senior Home, Netherlands
 - Summer 2015