

Lewis Doan

07472002700 | lewisdoan@gmail.com

PROFESSIONAL SUMMARY

A challengers mindset matched with innate curiosity. With a genuine heart to care, excelling in the workplace is a priority for the individual, the team, and the people.

WORK HISTORY

NAIL TECHNICIAN ASSISTANT | 06/2019 – 09/2019

Lily Nails Ltd – Dartford

- Maintained high standards of customer service during high-volume, fast-paced operations.
- Oversaw inventory activities, including material monitoring, ordering or requisition, and supply-stocking or re-stocking.
- Managed receptionist area, including greeting customers and responding to telephone and in person requests for information.

BARTENDER/WAITER | 07/2022 – 09/2022 | 10/2024 – 04/2025

The Royal Victoria & Bull Hotel – Dartford

- Guaranteed meticulous appearance of bar and restaurant, inspecting dining and bar area for hygiene and correct table set up and neat presentation.
- Upheld a friendly and honest attitude to customers securing returning customers and positive reviews.
- Promptly managed customer disputes and complaints in line with company guidelines, de-escalating heated situations and ensuring customer satisfaction.

BARTENDER/WAITER | 11/2022 - 07/2023

The Italian Club – Liverpool

- Sustained a professional standard to satisfy customer experience with attentiveness and decisiveness.
- Excelled in bringing a positive and relaxing atmosphere to customers with elegance and charm.
- Attention to detail when dealing with customer concerns and predicting needs, bringing an element of genuine care and willingness to help.

EDUCATION

University of Liverpool – Liverpool | Bachelor of Engineering

Aerospace Engineering . 09/2019.

The Leigh Academy – Dartford | A-Levels

Physics. Engineering. Psychology . 09/2017.

The Leigh Academy – Dartford | GCSE

9 GCSES from grade C-A*. 09/2014.

SKILLS

- Interpersonal and Effective Communication.
- Critical/Strategic Thinking.
- Teamwork, Team Spirit & Team Motivation.

LANGUAGES

- **English** Native/Bilingual proficiency.
- **Vietnamese** Native/Bilingual proficiency.