

Samba TRAORE

Volunteer

Ottawa, ON
(343) 998-5921

traoremohamedsamba22@gmail.com
www.linkedin.com/in/samba-traor%C3%A9-30bbaa159/

SUMMARY OF QUALIFICATIONS

- Student in construction and building technology at Collège La Cite, with knowledge of cost estimation, plan reading and project management
- More than 6 years of experience in administration, with a strong ability to organize and manage priorities
- Computer skills: MS Office (Word, Excel, PowerPoint, Outlook, Teams, Adobe PDF) and beginner with construction software such as AutoCAD
- Excellent verbal and written communication skills in English and French
- Experience in inventory management and customer service
- Ability to work in a fast-paced environment, with mastery of multitasking, time management and teamwork
- Strong results-oriented, flexibility, problem-solving, leadership and effective communication.

PROFESSIONAL EXPERIENCE

Food Preparer/Team Member

Mar.2024 to Present

Whole Foods Market • Ottawa, Canada

- To offer exceptional customer service and meet customer needs in an efficient and timely manner.
- Carry out all tasks related to food preparation and production, scrupulously following recipes to ensure high quality products for customers while ensuring consistency and excellence in dishes.
- Label, date, initialize, cover, and rotate all prepared items.
- Record waste and losses using the appropriate forms and meet loss targets.
- Ensure that production uses correct measuring devices and that all recipes are followed.
- Maintain cleanliness and organization of walk-in coolers and freezers.
- Receive cross-training and work in various areas of the store, including cash collection.
- Properly stock shelves and displays, ensuring products are in plain sight and removing expired items.
- Support electronic price tag signage (ESL) throughout the store.
- Maintain the highest retail standards.
- Adhere to all Standard Operating Procedures (SOPs) 365.
- Assist with the establishment or closure of the department in accordance with SOPs and training materials.

Restaurant Manager

Oct.2022 to Dec.2023

Yummy and Healthy • Abidjan, Côte d'Ivoire

- Plan, organize, direct, control and evaluate restaurant activities
- Setting up procedures
- Hire and train staff members
- Scheduling and monitoring employee performance
- Control inventory and revenue
- Respond to customer complaints and ensure compliance with health and safety rules
- Negotiate with suppliers on provisions for the supply of products
- Build customer loyalty by implementing weekly and monthly subscription plans
- Increase turnover (80% in one year), by rationalizing expenses and diversifying partners
- Number of covers per day: from 2 to 8 average orders per day in 2 months
- Implement a marketing strategy (Number of subscribers on social networks +32% in three months)

Agricultural Service Contractor**Oct.2021 to Oct.2022***Self-employed • Abidjan, Côte d'Ivoire*

- Launch of the first organic lettuce production farm
- Provide harvest-related services such as ploughing, irrigation, soil cultivation, spraying and harvesting of produce
- Hire and train staff
- Maintain financial and operating records
- Perform general farm tasks
- Oversee, monitor and ensure the implementation of crop operations and other harvest-related programs
- Deliver and build relationships with suppliers
- Implementation of a process for transforming salads into finished products for mass distribution (From 50 to 200 trays sold per week in three months)

Pharmacy Technical Assistant**Jan.2018 to Jan.2021***Pharmacy of the Technical High School • Abidjan, Côte d'Ivoire*

- Welcome customers and advise them on products and services adapted to their needs
- Instruct customers on the use and maintenance of merchandise and advise them on specialized products or services
- Estimate or quote prices, specify credit and exchange terms, warranties and delivery dates
- Prepare goods for sale or rent
- Prepare sales or lease agreements, and accept payments by cash, cheque, credit card or automatic debit
- Assist in the display of goods
- Maintain sales records for inventory
- Use computerized inventory keeping and inventory ordering systems
- Provide fortnightly on-call duty

TRAINING AND CERTIFICATE

Diploma of Collegial Studies (in progress) – Construction and Building Technology	2024
<i>La Cité College • Ottawa, Canada</i>	
Certificate - WHMIS 2015	2024
<i>Collège la cité • Ottawa, Canada</i>	
Certificate - Work at Height - Construction	2024
<i>La Cité College • Ottawa, Canada</i>	
General Baccalaureate - Science	2011
<i>Notre Dame d'Afrique College • Abidjan, Ivory Coast</i>	

VOLUNTEERING

Member of the association Volontaires de Premiers secours • Abidjan, Côte d'Ivoire Jan.2020-present