

# Prince Malonga

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## Profile

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Reliable and hardworking professional with hands-on experience in warehouse logistics, customer service, and dispatch operations. Demonstrates excellent communication skills, a calm phone manner, and attention to detail in high-pressure environments. Recently gained experience in fast-paced passenger-facing roles, with a growing interest in the aviation and transport sector. Physically fit, adaptable to rotating shifts, and available for an immediate start. Committed to contributing to customer satisfaction and operational efficiency.

## Professional experience

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### Waiter, Manuel's Italian and Mediterranean Restaurant

Feb 2023

Provided exceptional table service to customers, ensuring a pleasant dining experience through timely attention and communication. Assisted in the preparation of serving stations and maintained cleanliness throughout the restaurant. Enhanced multitasking and organizational skills during peak service periods, coordinating effectively with both kitchen and floor staff.- Received positive customer feedback for outstanding service quality.- Contributed to improved operational efficiency during busy dining hours.- Supported team efforts in maintaining a clean and inviting dining environment.- Assisted in scheduling and task allotment to optimize staff performance.

### Librarian Assistant

Registered and catalogued books by utilizing an internal system. Helped users find content and troubleshoot minor tech problems.

### Warehouse Operative (Picker), Tesco

Dec 2023 — Jan 2024

Executed precise packing of customer orders utilizing handheld devices, ensuring accuracy and efficiency. Maintained a clean and organized workspace while assisting in inventory replenishment. Thrived under tight deadlines in a high-pressure warehouse environment, demonstrating exceptional time management and multitasking abilities.- Achieved consistent accuracy rates in order packing.- Contributed to a 15% reduction in order processing time.- Led initiatives to enhance workplace safety and cleanliness.- Fostered a collaborative environment with team members to meet daily targets.

### Warehouse Operative, Amazon (Challenge TRG Recruitment)

Jul 2023 — Sep 2023

Facilitated the transfer, sorting, and packaging of items for efficient shipping operations. Diligently checked order correctness and adhered to stringent safety protocols across diverse shifts to meet shipping deadlines. Leveraged strong attention to detail to ensure inventory accuracy while maintaining productivity standards.- Consistently met and exceeded shipment preparation targets.- Played a key role in maintaining a safe working environment through compliance with safety guidelines.- Developed strong collaborative relationships with team members across multiple shifts.- Improved sorting processes, reducing mislabeling incidents by enhancing procedural adherence.

### Waiter, Lyndora

May 2023 — Jun 2023

Greeted customers with enthusiasm and provided swift, bubbly table service, enhancing their dining experience. Maintained a positive attitude and fostered a welcoming atmosphere that encouraged repeat visits. Developed effective communication skills and responsiveness to customer needs throughout service periods.- Improved overall customer satisfaction scores through attentive service.- Contributed to a cohesive and friendly team environment.- Supported restaurant operations by assisting with daily setup and cleanup tasks.- Enhanced order accuracy by actively listening to customer requests.

### Warehouse Operative, DHL (Staffing Match)

Dec 2021 — Jan 2022

Prepared parcels for delivery by organizing items into designated cages and ensuring correct labeling for smooth logistics operations. Assisted in maintaining warehouse cleanliness and efficiency during end-of-night tasks. Demonstrated commitment to accuracy and operational excellence through meticulous attention to detail in every task completed.- Streamlined the parcel sorting process, improving overall delivery readiness.- Contributed to achieving daily operational targets through effective teamwork.- Ensured compliance with safety protocols, contributing to a zero-accident environment.- Supported training of new staff, enhancing team performance and cohesion.

## Education

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### Ravensbourne University London

BSc Games Programming, Sep 2023

### East London Arts & Music

A-Levels in Game Design, Sep 2021 — May 2023

### Cardinal Pole Catholic School

GCSEs in English, Maths, Sciences, Business, Technology in Food, and Geography