

Rabi Shah

Barking, London, UK

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SUMMARY

A highly motivated and dependable professional with hands-on experience in waste management, event operations, and hospitality. Through roles at The O2, restaurants, and hotels, I have developed strong skills in waste segregation, recycling, hygiene maintenance, and operational support during high-traffic events. I am physically fit, able to handle repetitive lifting up to 25kg, and experienced working independently or as part of a team to maintain safe, clean, and organized environments.

Proficient in following health, safety, and environmental protocols, I consistently support venue efficiency and sustainability initiatives. I am seeking a full-time operational role at The O2 where I can leverage my experience, strong work ethic, and problem-solving abilities to contribute to smooth event operations and high standards of cleanliness, safety, and sustainability.

EDUCATION

York St John University

Master of Science in Computer Science

- **Grade:** Upper Second-Class Honours

London, UK

Jan. 2024 – Jan. 2025

Islington College – London Metropolitan University

Bachelor of Science in Computer Networking and IT Security (Hons)

- **Grade:** Upper Second Class Honours
- **Awards:** Class medal

Kathmandu, Nepal

Sept. 2019 – Oct. 2022

WORK AND LEADERSHIP EXPERIENCE

Worked in the O2 from PSS

Contractor (Arena & Events)

London, UK

Jan. 2025 – Present

- Managed waste segregation, separating general, recyclable, and food waste according to venue policies and practices.
- Operated glass segregation machinery, processing bottles into fine glass particles for recycling.
- Assisted in recycling initiatives, contributing to The O2's environmental and hygiene standards.
- Lifted, moved, and handled waste materials safely, demonstrating strong manual handling skills.
- Worked flexible hours to meet event demands, including weekends, late nights, and extended shifts.
- Carried out high-standard cleaning during and after arena events, including sanitizing toilets, wiping glass surfaces, and maintaining VIP, public, and backstage areas.
- Cleared all the waste before event was about to start in the O2 arena ensuring the event goes smoothly.
- Supported safe and hygienic operations, ensuring all areas were clean, organised, and guest-ready during high-traffic events.
- Responded quickly to urgent cleaning or waste issues, maintaining a safe and welcoming environment for staff and visitors.
- Played a vital role in maintaining The O2's reputation as a world-class venue by ensuring that guests, staff, and performers experienced a clean, safe, and environmentally responsible arena.
- Ensured VIP and backstage areas remained pristine during live events, enhancing guest and performer experience.
- Maintained personal responsibility for assigned zones, ensuring consistency in cleanliness and waste management standards.

Worked from City Clean agency and Ace Agency in Intercontinental Hotel 02, Arcade food hall and Smokestack bar and Restaurant

Food Runner/Waiter

London, UK

July. 2024 – Jan. 2025

- Greet and seat guests, ensuring they receive prompt and courteous service.
- Coordinate with kitchen staff to ensure timely and accurate delivery of orders.
- Developed a detailed plan to enhance customer satisfaction and service efficiency, resulting in a 50% reduction in customer complaints.
- Take accurate food and drink orders, providing recommendations and answering any questions about the menu.
- Assigned tasks to team members based on their strengths, resulting in a 20% improvement in overall service quality and a reduction in waiting times for customers.
- Handle customer complaints and resolve issues promptly to ensure guest satisfaction.
- Conduct regular team meetings to discuss improvements in service, share feedback, and foster a positive work environment.
- Performed opening and closing duties, including setting up tables, cleaning, and restocking supplies.
- Trained new staff members in service standards, menu items, and proper customer interaction techniques.
- Always made sure all the customers were happy and got their orders on time and made their experience comfortable

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Worked from City Clean agency in Gunpowder, Roti Chai Restaurant, Smokestack bar and Restaurant, Arcade Food Hall and Boxcar bakery and Wine

Central London

Kitchen Porter

July. 2024 – Jan. 2025

- Maintain cleanliness and sanitation standards in the kitchen by washing dishes, pots, pans, and utensils.
- Ensure all kitchen areas, including workstations, floors, and storage areas, are clean and organized.
- Assist in the preparation of ingredients by washing, peeling, chopping, and storing vegetables and other items.
- Dispose of waste and recycling materials according to health and safety guidelines.
- Unload and organize deliveries, ensuring proper storage of food supplies and equipment.
- Monitor and restock cleaning supplies and kitchen essentials, ensuring availability for daily operations.
- Support chefs and kitchen staff with various tasks, including basic food preparation and plating.
- Adhere to food safety and hygiene standards, ensuring compliance with local health regulations.
- Perform routine deep cleaning tasks, such as cleaning ovens, grills, and refrigerators.

Worked from City Clean agency in Roti Chai Restaurant and Cadogan arms

Central London

Deep cleaning

July. 2024 – Jan. 2025

- Clean and sanitize ventilation systems including hoods, exhaust fans, and air ducts.
- Deep clean refrigerators and freezers, defrosting and sanitizing the interior.
- Scrub and sanitize floors, including corners, baseboards, and grout lines.
- Clean and disinfect storage areas, including pantries, shelves, and walk-in coolers.
- Sanitize waste bins and recycling containers, ensuring they are clean and odor-free.
- Deep clean dishwashing stations, including sinks, racks, and dishwashers.
- Wash and sanitize walls and ceilings in areas with food splatter or grease.
- Clean and disinfect food prep areas, including cutting boards and countertops.
- Clean and degrease kitchen appliances, such as food processors and mixers.

Worked from City Clean agency in George Pub, Speedboat Bar, Arcade Food Hall and Cadogan arms bar and restaurant

Central London

Barback

July. 2024 – Jan. 2025

- Assist bartenders in preparing and serving drinks by stocking the bar with necessary supplies and ingredients.
- Restock the bar with liquor, beer, wine, garnishes, glassware, and other bar essentials throughout the shift.
- Maintain cleanliness and organization of the bar area, including wiping down counters, shelves, and tables.
- Clean and sanitize bar tools and equipment, such as shakers, glasses, and taps, to ensure hygiene and readiness.
- Monitor inventory levels and assist with placing orders for bar supplies to ensure adequate stock.
- Greet and assist customers when needed, directing them to bartenders and providing basic drink information.
- Keep the bar area fully stocked with ice, napkins, straws, and garnishes to ensure smooth service.
- Clean glassware and utensils, ensuring they are polished and ready for use.
- Assist with opening and closing duties by preparing the bar for service and cleaning up at the end of the shift.

SOFT SKILLS

- Waste segregation and recycling operations, ensuring compliance with venue policies
- Safe manual handling and lifting up to 25kg consistently
- Maintaining high standards of hygiene and cleanliness in public, VIP, and backstage areas
- Health & safety compliance, following protocols and reporting hazards promptly
- Operating cleaning equipment and glass handling machinery efficiently
- Strong time management and ability to prioritize tasks in fast-paced environments
- Ability to work independently or collaboratively within a team
- Quick response to urgent cleaning or waste-related issues
- Accurate record-keeping and reporting of waste collection and operational tasks
- Supporting sustainability initiatives and environmental responsibility
- Providing excellent customer service through proactive problem-solving and attention to detail
- Flexibility to work weekends, late nights, and extended shifts as required
- Training and guiding new team members on waste management and hygiene practices
- Monitoring stock levels of cleaning supplies and ensuring availability for daily operations
- Maintaining a safe and welcoming environment for guests, performers, and staff
- Strong communication skills for coordination with team members and supervisors
- Continuous learning and adapting to new procedures and equipment

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KEY SKILLS

- Waste Segregation & Recycling
- Health & Safety Compliance
- Event Operations Support
- Sanitation & Hygiene Standards
- Team Collaboration & Coordination
- Fast-Paced Environment Adaptability
- Calendar & Meeting Coordination
- Filing & Document Management
- Front Desk Communication
- Manual Handling & Physical Stamina
- Glass Handling & Machinery Operation
- VIP & Public Area Maintenance
- Microsoft Word, Excel, Email
- Time Management
- Confidentiality & Respect for Privacy
- Attention to Detail in Cleaning & Organization

ADDITIONAL SKILLS & INTERESTS

- Strong knowledge of waste segregation, recycling processes, and environmental sustainability practices
- Physically fit and capable of safely lifting and moving up to 25kg repeatedly
- Flexible with shift patterns, including weekends and late-night events
- Excellent communication skills in English, both verbal and written
- Ability to work independently or collaboratively within a team
- Strong problem-solving skills and initiative to respond to urgent operational issues
- Commitment to maintaining hygiene, health, and safety standards at all times
- Efficient time management and multitasking abilities in fast-paced environments
- Attention to detail in maintaining clean, organized, and guest-ready areas
- Dedication to supporting sustainable initiatives and eco-friendly practices
- Reliable, hard-working, and adaptable to changing operational needs
- Knowledge of safe handling and operation of machinery and cleaning equipment
- Ability to monitor and maintain operational records accurately
- Quick to learn new procedures and adapt to venue-specific protocols
- Awareness of compliance regulations and ability to follow operational policies precisely

PROFESSIONAL GOALS

- Ensure proper segregation and disposal of general, recyclable, and food waste according to The O2's policies and sustainability standards.
- Maintain cleanliness and hygiene in high-traffic areas, VIP zones, and backstage spaces, supporting a safe and welcoming environment.
- Respond promptly to urgent operational issues, demonstrating strong initiative and problem-solving skills.
- Assist in training new team members on waste handling, health & safety, and hygiene standards.
- Contribute to sustainability programs by supporting recycling initiatives and minimizing environmental impact.
- Work efficiently both independently and within a team to optimize event operations and maintain high standards.
- Uphold physical and operational safety protocols while handling waste, equipment, and heavy materials (up to 25kg).

LANGUAGES:

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| • Nepalese | Native |
| • English | Advanced |
| • Maithili | Advanced |
| • Hindi | Advanced |
| • Urdu | Intermediate |