

MD SHIHAB

London, United Kingdom | +44 7424640221 | mdshihabk451@gmail.com |
LinkedIn: <https://www.linkedin.com/in/mdshihab17> | Website:
<https://mdshihabportfolio.netlify.app>

PROFILE

Business Management student at Ravensbourne University London with hands-on experience in hospitality and business consulting. Proven ability to work in fast-paced environments, deliver excellent customer service, and support team operations effectively. Currently developing analytical and problem-solving skills through a consulting internship. A reliable and adaptable individual seeking opportunities to contribute to both customer-focused and professional business environments.

EDUCATION

BSc (Hons) Business Management – Ravensbourne University London (2025 – 2027 Expected)

Relevant Modules: The Consumer Journey | People Management & Professional Life Practice | Principles of Marketing | Business Landscape | Business Finance

Higher Secondary School Certificate (HSC) – 2022

LEADERSHIP EXPERIENCE

Student Representative – Ravensbourne University London

- Represent 200+ students and communicate academic feedback to university staff.
- Facilitate discussions between students and faculty to improve learning experience.
- Demonstrate leadership, stakeholder communication, and problem-solving in academic initiatives.

WORK EXPERIENCE

Commis Chef – Tziganos – Italian and Spanish Restaurant, London (February 2025 – Present)

- Assisted senior chefs in daily kitchen operations within a fast-paced, high-volume restaurant
- Prepared ingredients including chopping, marinating, and portioning to support efficient service
- Ensured food was cooked and presented according to restaurant quality standards
- Maintained strict hygiene, cleanliness, and food safety practices in line with regulations
- Supported smooth communication between kitchen and front-of-house teams during busy service
- Adapted to both kitchen and service roles, contributing to overall team efficiency

Business Consultant Intern – Blackmont Consulting, London (March 2026 – Present)

- Supported business consulting projects by conducting market research and analysing industry trends
- Assisted in developing strategic recommendations to improve client performance and growth
- Collaborated with team members on case studies, presentations, and client reports
- Applied business frameworks (e.g. SWOT, PESTLE) to evaluate business challenges and opportunities
- Contributed to client-facing presentations with clear insights and actionable solutions
- Developed problem-solving, analytical, and communication skills in a professional consulting environment

Front-of-House & Customer Service Assistant – Pizza Burg (Jan 2024 – Aug 2024)

- Supervised a team of 20–30 staff ensuring efficient front-of-house operations.
- Managed weekly inventory and supplier coordination to maintain stock availability.
- Handled customer complaints and improved service quality through staff guidance.
- Ensured compliance with food hygiene and operational safety standards.

Sales Associate – Aarong (Mar 2023 – Jan 2024)

- Delivered retail customer service and product recommendations to increase sales performance.
- Processed POS transactions and supported daily store operations.
- Maintained stock organization and assisted with merchandising displays.

SKILLS

Leadership | Customer Service | Team Collaboration | Hygiene and Food Safety | Food Preparation | Operations Management | Communication | Problem Solving | Customer Engagement | Microsoft Office (Word, Excel, PowerPoint) | POS Systems | Inventory Management | Time Management

LANGUAGES

English – Fluent (IELTS 6.5)

Bengali – Native

Hindi / Urdu – Fluent

CERTIFICATIONS

Marketing and Communication – March 2026

Customer Service Certification – March 2026

Food Hygiene & Safety Level 2 – Mar 2025

Food Allergy & Intolerance Training – Jan 2025