

DARIUS ATSU

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PROFILE

Operations-focused venue and hospitality leader with experience across Team Leader, Assistant Manager, Deputy Manager and General Manager roles in independent bars, event venues and a national pub group. Confident leading shifts, supervising teams of five to twenty, and keeping sites safe, compliant and welcoming. Combines hands-on front-of-house leadership with practical systems and data experience, from workflow troubleshooting and automation to dashboard reporting. Calm under pressure, organised, and motivated by organisations with a clear social mission and a commitment to accessible, inclusive spaces.

KEY SKILLS

Venue & operations leadership

- Site and shift leadership in high-volume, customer-facing environments
- Team supervision, training and onboarding support
- Rota planning and service delivery
- Stock control, ordering and supplier relationships
- Budgeting support and cost awareness
- Event coordination and delivery
- Daily site checks and facilities oversight

Compliance & safety

- Licensing compliance
- Food hygiene standards
- Health and safety procedures, risk awareness and incident reporting

Customer & communication

- Customer experience and escalated issue resolution
- Clear, friendly and confident communication
- Handling sensitive information with accuracy and confidentiality
- Community-focused service delivery

Systems & data

- Excel, SQL, Power BI, Python
 - Dashboard building and exploratory data analysis
 - Internal tools, workflow optimisation and automation scripting
 - Technical troubleshooting, testing, documentation and deployment support
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PROFESSIONAL EXPERIENCE

Team Leader — Greene King, Victoria, London

December 2024 – January 2026

- Led front-of-house shifts in a high-volume hospitality environment, keeping daily operations running smoothly.

- Supervised and supported teams of five to twenty staff, maintaining consistent service standards and a positive team culture.
- Maintained compliance with licensing, food hygiene, and health and safety procedures.
- Resolved customer concerns efficiently to maintain satisfaction.
- Supported stock control and ordering.
- Supported staff training.

Developer / Operations Assistant — Nashat, Croydon, London

March 2022 – December 2025

- Supported development work across front-end and back-end features.
- Optimised internal tools and operational workflows, troubleshooting technical and process issues to reduce downtime and manual workload.
- Built automation scripts to cut manual work out of routine tasks.
- Handled system performance monitoring and troubleshooting.
- Assisted with testing, documentation and deployments.
- Assisted with day-to-day organisational operations and coordination.

Data Analyst — IO-Sphere, Liverpool Street, London

September 2024 – April 2025

- Completed data analysis and programming training alongside project delivery.
- Cleaned, processed and modelled datasets to produce project-based insights.
- Built dashboards using Excel, SQL, Power BI and Python.
- Conducted exploratory data analysis to identify patterns and opportunities for improvement.
- Translated business requirements into analytical outputs.
- Presented insights clearly to stakeholders.

Assistant Manager — Ninth Life, Catford, London

February 2022 – January 2023

- Supported daily venue operations and supervised on-site teams of five to twenty staff.
- Assisted with rota planning, stock control and budgeting.
- Ensured compliance with licensing and health and safety standards.
- Trained new staff and supported their onboarding.
- Managed escalated customer issues.
- Coordinated events including discos, pub quizzes, creative arts meet-ups and mother and baby events.

Customer Service Advisor — Serco, on behalf of the Department for Work and Pensions, London

March 2021 – February 2022

- Provided frontline support for public enquiries on behalf of the DWP.
- Managed sensitive data with accuracy and confidentiality.
- Guided customers through eligibility and documentation requirements.

Career break — surgery and recovery

November 2020 – March 2021

- Time out of work for surgery and recovery, returning to full-time employment in March 2021.

General Manager — The Tiger, Homerton, London

August 2018 – November 2020

- Managed all aspects of day-to-day venue operations.
- Led and developed staff teams of between five and twenty.
- Managed rotas and service delivery.
- Maintained compliance with licensing and safety regulations.
- Oversaw stock control and ordering, and managed supplier relationships.

Assistant Manager, then Deputy Manager — The White Hart, Stoke Newington, London

August 2017 – August 2018

- Joined as Assistant Manager and was promoted to Deputy Manager in December 2017.
- Supported the day-to-day running of the site, deputising for the manager as required.
- Supervised front-of-house shifts and supported the team through service.
- Helped maintain licensing, food hygiene, and health and safety standards.

EDUCATION & TRAINING

- **Data Analytics Applied Diploma** — IO-Sphere
- **Customer Service Excellence Certificate** — The Institute of Customer Service
- **First Aid, COSHH and Cellar trained**

ADDITIONAL INFORMATION

- **Right to work:** British citizen.
- **Location:** London-based; open to London and remote roles.
- **Interests:** Active personal creative practice across painting, sculpture, drawing and music production.