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Dedicated customer service with 5+ years of experience in food service settings. Consistently achieve record-high customer satisfaction rankings, improvements to the bottom line and turnaround of underperforming operations.

Builder and leader of customer-focused teams; enthusiastic commitment to customer service as a key driver of company goal attainment. Lead by example and ensure the execution of all safety, security, quality and store operations policies.

Areas of Expertise

Teamwork	Teambuilding & Training	Customer Service
Customer Satisfaction	Sales & Margin Improvement	Order Fulfillment
Complaints Handling & Resolution	Multi-Tasking	Cost-Reduction Strategies

Kitchen confidential

Floor Manager

2/2018 till 4/2019.

Training front of house team, monitoring front-end operations functioning, inventory, procurement, problems resolving, handling customers' complaints.

Tommy Hilfiger ABC Group

Sales Associate

10/2017 till 1/2018

Florsheim shoes

Sales Associate

6/2017 till 9/2017

PeppeRami Snack & Bakery, Achrafieh

Supervisor, Operator, Dispatcher

8/2016 till 6/2017

Answering delivery orders, follow up with customers, order quality assurance.

Dip n Dip, Achrafieh

Waiter, 2/2015 till 8/2015

Acting Supervisor, 9/2015 till 3/2016

Supervisor, 3/2016 till 7/2016

Promoted to acting supervisor position to recruit, train and supervise 15+ customer service representatives and cashiers. Created an environment in which guests enjoy high levels of service and employees are motivated to deliver top performance. Manage front-end operations to ensure friendly and efficient transactions at checkout.

Papichi café resto, jamhour

Waiter, sous-chef, cashier

6/2012 till 11/2014

Advanced to increasingly responsible positions, culminating in management role with oversight for a full-service restaurant.

Education and Training

- **2015 to 2019: BA in Business management at Arab Open University, Tayouneh, Lebanon.**
- **2011 to 2014: Lebanese Baccalaureate II- Economy and Sociology, Souaid official high school, Lebanon.**

Skills:

- **Language skills:**
 1. **Arabic: Fluent**
 2. **French: very good**
 3. **English: very good**
- **Computer skills:**
 1. **Microsoft office**
 2. **POS (Omega, pixel point)**
 3. **Microsoft Excel**

References: Available upon request