

# **MAROUN EL HELOU**

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Date of Birth: October 14, 1991  
Place of Birth: Jezzine, Lebanon  
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## **OBJECTIVE:**

Seeking a suitable position in which I can apply my previous experience and my excellent communication skills to gain the opportunity for advancement through your career's experiences.

## **EXPERIENCE:**

- |                               |  |
|-------------------------------|--|
| December 2018 – February 2019 | Shop Manager; Ch'eats (Jounieh, Lebanon) <ul style="list-style-type: none"><li>• Preopening of the restaurant</li><li>- Operations (meeting suppliers, recruiting, staff training, procurement, costing, etc.)</li></ul>   |
| February 2017 – November 2018 | Branch Manager; Dunkin Donuts (Zalka, Achrafieh, Verdun) <ul style="list-style-type: none"><li>• Handling safe money and petty cash</li><li>• Handling auditing tasks (cash, operations, invoices, etc.)</li><li>• Managing shop orders</li><li>• Managing stock orders and procurement</li><li>• Managing staff and their monthly salaries based on their schedule</li><li>• Ensuring sales monthly target is reached</li><li>• Ensuring all sales-related policies and procedures are followed by employees</li><li>• Responsible of the shop cost control</li><li>• Responsible of the shop maintenance</li><li>• Responsible of staff motivation and their promotions</li><li>• Reporting directly to the Multi Unit Manager (MUM)</li></ul> |
| June 2015 – January 2017      | Branch Supervisor; Dunkin Donuts (Le Mall, Dbayeh) <ul style="list-style-type: none"><li>• Handling safe money and petty cash</li><li>• Handling auditing tasks (cash, operations, invoices, etc.)</li><li>• Handling stock orders and procurement</li><li>• Assisting in managing shop orders</li><li>• Assisting in managing staff</li><li>• Followed-up on sales monthly target</li><li>• Assisting in shop cost control</li><li>• Assisting in shop maintenance</li><li>• Assisting MUM in motivating staff</li><li>• Reporting directly to the Multi Unit Manager (MUM)</li></ul>   |
| July 2013 – May 2015          | Sales Supervisor; Dunkin Donuts (Main Branch, Zalka Highway) <ul style="list-style-type: none"><li>• Supervised staff for better performance</li><li>• Provided trainees with intensive basic training</li><li>• Assisted staff with daily customer service tasks when needed</li><li>• Responsible of monthly performance appraisal to assess employees</li><li>• Supervised stocks ordering</li><li>• Handled auditing tasks during my working shift</li><li>• Responsible of the weekly shop inventory</li></ul>  |

January 2012 – June 2013

Counter; Dunkin Donuts (Main Branch, Zalka Highway)

- Assisting clients with their requests
- Cashier

**EDUCATION:**

2018 – 2022

BA in Management (ongoing)

AUL

Dekwane, Lebanon;

2010 – 2012

BA in Management (discontinued)

Achrafieh, Lebanon;

2009

Baccalaureate II

Al Akhtal Al Saghir, Secondary Public School

Sedd El Bauchrieh, Lebanon;

**CERTIFICATES:**

OMT;

Food safety Certificate; GWR

Bartending Certificate; Monin

**AWARDS:**

Food safety Award at Dunkin Donuts Le Mall Dbayeh; GWR

**COMPUTER SKILLS:**

Microsoft Applications: Word, Excel, Power Point, Outlook.

Excellent knowledge in Omega System and excellent Internet research skills.

**LANGUAGES:**

Arabic (Native)

English

French

**Speaking**

Excellent

Excellent

Good

**Writing**

Excellent

Excellent

Good

**Reading**

Excellent

Excellent

Good

**PERSONAL DATA:**

Enjoy gymnastic and swimming.

**REFERENCES:**

Available upon request.