

Jad Bou Reslan

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SUMMARY

Analytical, results-oriented professional with 5+ years of experience in providing financial planning services to a diverse range of consumers, outlining potential risks, and providing business analysis in accordance with emerging trends. A solid history of building relationships within the industry through business clients, and volunteering in the community.

EXPERIENCE

Shop Manager Dunkin' Donuts

January 2015– July 2020, Beirut

- Motivate the sales team to meet sales objectives by training and mentoring staff.
- Create business strategies to attract new customers, expand store traffic, and enhance profitability.
- Prepare detailed reports on buying trends, customer requirements, and profits.
- Undertake store administration duties such as managing store budgets and updating financial records.

Shift Supervisor Dunkin' Donuts

September 2013– December 2014, Beirut

- Supervise staff to ensure that tasks are completed on time and according to safety laws.
- Evaluate staff performance and provide training where necessary.
- Manage daily schedules, employee shifts, and time-off requests.
- Transfer products and other objects to and from the worksite on occasion.

Cashier Dunkin' Donuts

September 2012– August 2013, Beirut

- Provide a positive customer experience with fair, friendly, and courteous service.
- Resolve customer issues and answers questions.
- Registers sales on a cash register by scanning items, itemizing and totalling customers' purchases.
- Processing refunds and exchanges, resolving complaints.

EDUCATION

Bachelor of Business Administration– Finance and Banking American University of Lebanon • Sin El Fil • 2016 • 3.2

CERTIFICATIONS

- ☐ **Graham, Wilson & Rizkallah (GWR) certificate in food safety.**
G.W.R Consulting • 2017
- Certified in quality control and training.

SKILLS

Microsoft Office: Microsoft Word, Excel; Omega POS system; Problem-solving; Teamwork; Conflict resolution; Languages: Arabic (Native Speaker) English (Fluent)