



NOUR NAIM

OFFICE MANAGEMENT

An independent and self-motivated graduate with proven and tested negotiation, sales and marketing skills.

✉ nournaim33@gmail.com

📍 Ras el nabeh, BEIRUT, LEBANON

📷 [instagram.com/nournaim](https://www.instagram.com/nournaim)

📞 +961 81795776

📅 01 January, 2000

WORK EXPERIENCE

SWING MANAGER

MCDONALD'S, MIKNAS FOOD SARL

05/2021 - Present
FAST FOOD CHAIN

BEIRUT, LEBANON

Achievements/Tasks

- Coach and lead the staff and operations
- Direct work and contact with the restaurant manager
- Provide leadership to crew and other managers during a shift to ensure great Quality, Service and Cleanliness to customers
- Communicate effectively about targets and responsibilities towards customer satisfaction
- Excellent shift management in order to achieve the best results and reduce yields
- Inventory control

Contact: Mohammad-Baker Hammoud - +961 3831906

CREW TRAINER

MCDONALD'S, MIKNAS FOOD SARL

08/2018 - 04/2020
FAST FOOD CHAIN

BEIRUT, LEBANON

Achievements/Tasks

- Train and support trainees
- Execute correct work at all times
- Know all responsibilities about QSC and V
- Attended crew training class and obtained certification

INTERNSHIP

GMNC, Glass and Mirror National Company, SAL

10/2020 - 11/2020

BEIRUT, LEBANON

Imports glass and mirrors and provides local and imported products.

Achievements/Tasks

- Receive customer's orders and submit proforma sheets to the factory
- Quality control over submitted orders
- After sales customer care

Contact: Nancy El Khoury - +961 71676781

SKILLS

Communication Skills, Public Speaking, Analytical Leadership, Storytelling, Big Data Analysis, Digital Marketing, Research Project Management Spreadsheets

LANGUAGES

French
Native or Bilingual Proficiency

English
Full Professional Proficiency

Arabic
Native or Bilingual Proficiency

INTERESTS

Face modeling

Modeling

sports

animal care and rescue

EDUCATION

BACHELOR DEGREE

LEBANESE UNIVERSITY-FACULTY OF BUSINESS
ADMINISTRATION AND ECONOMICS-BR2

11/2018 - 07/2021

AVERAGE 16/20

Courses

- ACCOUNTING
- MANAGEMENT
- FINANCIAL MARKETS
- AUDITING
- MARKETING
- SENIOR PROJECT: How training impacts career path at McDonald's