

# Laila Elzahabi

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## SUMMARY

Hardworking business management student and Starbucks barista with a proven track of increasing customer service scores for Starbucks shop Beirut district by 25% in 1 year. Eager to be challenged to grow and expand on the skillset gained throughout the years

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## EDUCATION

**Lebanese International University**

*Bachelor of Business Administration - BBA, International Business*

**Beirut, Lebanon**

2020 - 2023

*Al Hussan International school*

**Saudi Arabia, Khobar**

2003 - 2018

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## WORK EXPERIENCE

**Starbucks Coffee Company**

*Barista*

**Beirut, Lebanon**

June 2019 - July 2021

- Collaborated with a team of 8 to raise customer service scores for Starbucks shop Beirut district by 25% in 1 year.
- Received Employee of the Month award 2 times for exemplary service. Used interpersonal skills and efficiency to provide fast, friendly service every day.
- Served 250+ customers per day, taking the time to give each one my full attention.
- Ran cash drawer for over 100 transactions per day. Processed credit cards and cash transactions.
- Opened and closed cash drawer with 99% accuracy. Reconciled all errors beyond of the day.

**Makhzoumi Foundation**

*Administrative Intern*

**Beirut, Lebanon**

August 2021 - Present

- Perform assignments under the direct supervision of coordinator and counsellor
- Assist in assigned projects that provide operational value to Makhzoumi Foundation and educational value to the intern
- Maintain Coding boot camp project tracking sheet and regularly report the summary to the project manager and sub-project managers
- Perform other assignments, as directed by office manager
- Assist with variety of clerical work, such as filing, copying, sorting and delivery of mail

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## SKILLS & INTERESTS

### SKILLS:

- Language skills: English (fluent), Arabic (fluent), Kurdish (Native)
- MS Office skills (Word, Excel, Outlook, PowerPoint, OneNote, Access)
- Web skills (HTML, CSS, JavaScript)
- Enterprise Systems skills such as Automated Billing Systems, Payment Processing, Customer Relationship Management
- Teamwork skills
- Communication skills

### Interests:

- Model United Nations delegate: participated in 5 Model United Nations as a delegate addressing global issues and using strategies to provide a solution.
- Learning foreign Languages: Self-study German for 2 years in preparation to strengthen communication skills.
- Sports: I practice 3-5 times a week aerobics exercising along with yoga.
- Computer programming: Self-taught computer programming languages including HTML, CSS, and JavaScript
- Volunteering and participating in the community: volunteered in a series of non-profit organizations such as MMKN and constantly seek new volunteering opportunities
- Reading: Following business and financial news such as Finance times, Wall street Journal, and market watch.