

TANIA EL BAKRI

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Seeking a job in a dynamic and socially conducive learning environment where I can apply the skills and knowledge acquired during my years of experience. Aiming to actively contribute in the improvement of my community for a better and sustainable future.

EDUCATION

Lebanese American University (LAU) - Beirut, Lebanon

Sep 2014 – June 2019

- Bachelor of Architecture (BA)
- Graduated with a GPA 3.00/4.00
- Previous member of the LAU Futsal Team

Lycée Franco-Libanais Verdun - Beirut, Lebanon

Sep 2000 – June 2011

College Franco-Libanais Elite – Beirut, Lebanon

Sep 2011 – June 2014

- Lebanese Baccalaureate in ES (economics)

WORK EXPERIENCE

Operations Team Lead

Toters Delivery – Beirut, Lebanon

Jan 2022 – Current

- Monitor the quality of work of the team, the order assignment process and ensure that the team is following the processes and procedures put in place. Escalate any issue with the relevant department if needed to avoid any future operational issues.
- Monitor the budget, ensure that the surges and challenges are activated and deactivated when needed so that we do not exceed the cost per order.
- Make sure that the service level is good across all zones, by being proactive of requesting more shoppers online and closing the zones when needed.
- Make sure the team gets the job done, assess their work needed, and make sure they are giving good quality work.
- Manage the team's weekly schedule, and make sure to provide cover when needed.
- Handle daily reports and issues with fleet, issue reports and inform fleet manager of issues happening with fleet that burdens the operations.
- Consulted and analyzed weak operational areas on the display platform of the app, and prepared projects alongside Operations Manager which led to their improvement.
- Shared with higher management the data collection documents/reports of the insights and shared with them the strategic recommendations that should be executed.

Operations Supervisor

Toters Delivery – Beirut, Lebanon

Feb 2021 – Jan 2022

- Monitored and followed up on order fulfillment on online & offline channels (display & mobile) for current and new orders from merchants to drivers.
- Contributed and expanded Toters's programmatic operations in respect to customer base by mapping and analytical extractions, as well as identifying areas for development in terms of financial performance.
- Performed excel sheet reports through an in-depth analysis of the results showcasing the performance of store and zone operations through weekly and monthly performance reviews and other initiatives, showcasing timely delivery

statistics and detailed analytics of existing food and beverage concepts, and proposed solutions and action plans for problematics.

- Followed and applied company HSSE, and other corporate policies, as well as processes and standards.
- Worked with Toters's Merchant Dashboards technologies through which I managed customer payments, analyzed business operations, and exported the necessary data into integrated billing systems, as well as being proficient in Google Suite tools like GDoc, GSheet, GSlides, GForms.
- Worked with colleagues and other teams such as Tech teams, Logistics, Account managers, digital ad tech innovations, Marketing teams for upcoming projects and assisted the QA process with the content team

Floor Team Leader

Roadster Diner – Beirut, Lebanon

Dec 2017 – Sept 2020

- Monitored teamwork and managed staff breaks under pressure during peak lunch and dinner hours as well as holidays.
- Coordinated orders chain process with kitchen staff which resulted in efficient delivery to clients on time.
- Resolved customer complaints and promoted higher % in mystery shopper through service and steps.
- Performed complete opening, closing and shift change duties that caused restaurant to work efficiently with teams ready to meet customer needs.

Junior Architect

RAM contracting and construction KSA – Beirut, Lebanon

February 2020 – April 2020

- Drafted detail drawings of Shop Drawings.
- Worked on residential and military governmental projects.
- Created, printed and modified drawings in AutoCAD and 3DsMax.
- Reviewed shop drawings and modifications with project manager and design team.

Junior Architect Intern

Laceco architects and engineers - Beirut, Lebanon

June 2018 – August 2018

- Crafted drawings that met customer requirements using different materials while using zoning laws, building codes and fire regulations
- Worked closely with the Project Manager to deliver solutions on time and within budget.
- Worked on Residential and Commercial buildings as well as office spaces.
- Created 2D drawings of floor plans, sections and used Sketchup and Lumion delivery of 3D renderings.

Outreach Volunteer

UNHCR/Makhzoumi Foundation – Beirut, Lebanon

June 2016 – Sept 2018

- Assessed home visits which ensured the re-housing of evicted refugees at risk.
- Organized awareness sessions via presentations that educated refugees about various topics that promotes basic life support.
- Executed data collection and mapping of high risk areas where refugees are unsafe, and re-located them from least to safe sites for their settlement.

Student Office Worker

LAUMC - Beirut, Lebanon

June 2017 – July 2017

- Submitted student files in a timely manner and in accordance with the project processes, and timeline.
- Answered telephone calls to field inquiries from students, doctors and various other callers seeking for information.
- Managed medical student files in order as well as forwarded emails and letters to appropriate staff

SKILLS

Computer

- Microsoft Office (Word, Excel, Power Point & Outlook), Adobe Photoshop, Adobe illustrator, Adobe InDesign, AutoCAD, Sketchup, Lumion, 3DsMax.

- Proven interpersonal skills, client relation skills and ability to work in a team environment.
- Thorough, detail-oriented and highly organized, plus ability to multi-task and meet tight deadlines.

Languages

- Fluent in English, Arabic and French.

Extra-Curricular activities /Certificates

- Selected 1st winning team in the Aley under 19' football teams competition between all clubs by the Lebanese Football Association Club.
- Selected 2nd Goalkeeper in the Lebanese National Football team by summer 2013.
- Certificate of "Outreach volunteer" by UNHCR on Sept 2018.

Architectural Travel Workshop

Berlin, Germany

July 2017 – August 2017

- *Visited and studied various famous monuments and building styles as well as David Chipperfield Architects GmbH offices.*

Civil Defense

Beirut, Lebanon

April 2017 – Feb 2020

- *Volunteered at the Civil Defense during which I conducted vehicle checks to maintain continuous and safe operation as well as received first aid and rope rescue training that responded in emergency situations all over Beirut.*