



Jack A. Masry

IT Specialist | Medical Administration
F & B Consultant | Bar Manager

+961 (70) 811151
Jack.A.Masry@gmail.com
El Jdideh, El Maten, Lebanon
[linkedin.com/in/jack-masry-8bb490192](https://www.linkedin.com/in/jack-masry-8bb490192)

LANGUAGES

10/10

Arabic

10/10

Armenian

10/10

English

6/10

French

EDUCATION

Food & Beverage management

Università Commerciale Luigi Bocconi,
March 2021

Intro to cyber-security - C.I.S.C.O

March 2021

Principles and quality of service

O.M.S.A.R, January 2021

Information and system security

O.M.S.A.R, December 2020

BS Computer Sciences

American University of Culture & Education
2017 - 2022

BS Medical Lab

American University of Science & Technology
2012 - 2016

ABOUT ME

Jack of all Trades with a creative mindset and a drive to succeed.

From concept development to effective implementations, I have been involved in managing and directing offices in medical, IT and hospitality fields.

Central Military Hospital - IT Department
2012-2016
Administrative IT officer

Work as part of a proactive team of support staff responsible for delivering a high quality. Providing the very highest level of technical support and customer service to internal staff.

Duties:

- Updating and monitoring IT user accounts.
- Maintenance & management of the Critical Windows based Server Environment.
- Maintaining up to date levels on all machines.
- Working on Active Directory accounts, configuration of PCs & laptops.
- Managing and monitoring of backups in multiple locations.
- Providing maintenance support and break-fix solutions.
- Follow Documented processes i.e. implementing change control procedures.
- Liaising & meeting with external suppliers of IT services.
- Producing reports for senior managers.
- Troubleshooting technical problems and implementing solutions.
- Supporting a multi-site IT infrastructure of at least 100 employees.
- Responsible for the fast and accurate troubleshooting of reported faults.
- Providing technical support via help-desk systems for a wide range of internal & external applications.

KEY - SKILLS

- Provide enthusiastic, friendly and professional face for the organization
- Handle clientele and follow up services
- Outstanding communication and presentation skills
- Team player personality
- Ability to work in a multicultural team
- Demonstrate ability to multi-tasking whilst paying high attention to details and handling pressure
- Highly organized and disciplined with a passion for Information Technology.
- Having a passion for providing excellent customer service.
- Customer focused and keen on exceeding expectations.

BAR - TRAININGS

- The Tipplers
- Double Shake
- Vintage
- Cyrano
- Ortega Bistro Bar
- 7 Management

Central Military Hospital - Pathology Department 2016-Present

Lab Administrator - Medical Transcription

Work as part of a medical team, manage and support laboratory operation.

Duties:

- Technical maintenance for labs main computers
- Handling phone calls and scheduling surgery appointments
- Provide medical administrative assistant to patients
- Working under pressure to complete tasks and deliver reports
- Collaboration with head IT department to improve lab software development
- Direct and coordinate with staff to ensure proper work flow
- Ensure lab safety as per WHO-standards
- Confidentiality regrading all medical information

Pac.Mac (iShack)- Network admin - IT officer - Internet support Jan 2020 - Present

Work as part of a multinational team of professionals with the ability to handle almost anything that is thrown our way.

Duties:

- Supported and maintained all company data and technological infrastructure for nationwide locations.
- Upgraded, repaired and configured computers, application software, servers, and various other peripherals.
- Provided end-user and remote support and technical assistance for server and client computers, enterprise applications, telecommunication systems, network components, etc.
- Conducted monthly server maintenance and applied updates and patches.
- Developed company training manuals for technical processes involving setup, configuration and usage of various software applications and hardware, system, and network components that aid end users and other IT department staff members.

BAR EXPERIENCE Jan 2015- Present

Operations executive

The tipplers April 22 – Present

Bar manager

-Ayyar Group (Bold Seafront / Kult Beirut) Aug 21 – Jan 22
-SAYF BEIRUT 2018 - 2021
-BAR.CELONA 2017

Bar Supervisor

-BALLROOM BLITZ Oct 2019 – Jan 2020
-ROOT MUSIC VENUE Jan 2018 – Jun 2019

BAR CONSULTANCY AND MANAGMENT

Nine O’ Eight, Berlina’s and E-Club 2016, 2017, 2018

BAR CATERING

- | | |
|--------------------|---------------------|
| - THE TIPPLERS | April 2022– Present |
| - DOUBLE SHAKE | Summer 2021 |
| - LIQUID ENGINEERS | 2017 |
| - BARCHITECT | 2019 |
| - BUTLER'S BOTTLE | 2016 – 2017 |

GUEST SHIFTS

Clap Beirut, Attic Bar, Bay-Lodge, The Bar and Trumpet

REFERENCES

Available upon request

BAR Responsibilities

- Controlling costs through continuous improvement initiatives to
- identify and eliminate waste
- Providing leadership in a team environment to achieve organizational goals
- Analyzing data and making recommendations to senior management regarding changes to improve efficiency or reduce costs
- Managing projects that require complex planning and integration of multiple tasks and details
- Creating organizational structures and procedures to support new business initiatives or company growth
- Monitoring market conditions and competitor activities to identify opportunities for new products or services
- Developing strategic plans for an organization's overall operating goals and objectives
- Directing the work of subordinate managers and staff members to ensure that objectives are met
- Prepare alcohol and non-alcohol beverages for bar and restaurant patrons.
- Assess customers' needs and preferences and make recommendations.
- Interact with customers, take orders and serve snacks and drinks stayguest focused and nurture an excellent guest experience.
- Providing luxurious service for all type of events.
- Restock and replenish bar inventory and supplies.
- Ensure that bar environment is safe as per the required health standards.
- Implemented effective procedures to ensure amiable environment.
- Conducted bar training sessions learning new and proper bar services.
- Personally, craft in house batching of syrups, tonics, tinctures, bittersand infusions.
- Handle cash and credit policies and procedures.
- Manage the business aspects of the bar, such as keeping a current liquor license, negotiating supplier contracts, taking inventory and reordering supplies, managing budgets, staff schedule and setting goals.
- Planning and taking part in promotional events.
- Diffusing tense situations between patrons or staff members to prevent possible safety or legal issues, ejecting unruly persons, if needed.