

Youssef Oussaily

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Summary

Effective Student committed to learning, developing skills in Biomedical Engineering and team contribution. Self-directed and energetic with superior performance in both autonomous and collaborative environments working independently and collaborating with others on group projects.

Education

Bachelor of Science in Electronic Engineering, Emphasis on Biomedical, Lebanese International University, Beirut, Lebanon, 2018-Present

Work Experience

L'Avo Restaurant, Beirut, Lebanon, Supervisor, September 2020 – September 2021

- Created successful work schedules for each team member.
- Handled customer complaints, resolved issues and adjusted policies to meet changing needs.
- Evaluated employee performance and coached to improve weak areas.
- Boosted customer satisfaction and service delivery to strengthen customer loyalty.
- Monitored staff performance, enforcing adherence to policies, procedures, regulations, health codes, license requirements and top service standards.

Crepaway, Beirut, Lebanon, Waiter, May 2019 – September 2020

- Kept server areas clean and stocked to increase efficiency while working tables.
- Used cash registers and credit card machines to cash out customers.
- Bussed and reset tables to keep dining room and work areas clean.
- Stayed up-to-date on menu changes to help customers make food choices.
- Inspected dishes and utensils for cleanliness.
- Upsold specialty items to increase overall sales and exceed targets.

Burger King, Beirut, Lebanon, Kitchen Staff Member, November 2018 – May 2019

- Sanitized dining ware and kitchen equipment according to health code standards.
- Made food according to standard recipes with requested changes for customer satisfaction.
- Maintained clean, trash-free workspaces to maximize productivity and safety.
- Restocked supplies and prepared additional ingredients during downtime for expected busy periods.

Skills and Languages

- Omega System Operation
- Squirrel Systems Operation
- Food Hygiene
- Customer Service
- Time Management
- Arabic: Native
- English: Very Good

Certificates

- Entrepreneurship, Glow, September 2021
- Critical Thinking Training, The Nawaya Network, September 2021
- Fighting Corona Virus in the Hospitality Workplace, GWR, March 2021
- Basic Food Hygiene, Burger King, March 2019