

Career Objective

Recent management graduate with a comprehensive foundation in strategic planning, project management, and leadership principles, seeking to apply my skills in a dynamic and challenging environment. Eager to bring fresh insights and a proactive approach to problem-solving and team leadership in a forward-thinking company. My goal is to contribute to effective business strategies, enhance operational efficiency, and foster team collaboration to drive organizational success. I am committed to continuous learning and development to become a versatile leader in the business sector.

Key Competencies: Customer Service - Supervising – Multitasking – Strategic thinking - Leadership - Active Listening – Coordination - Communication - MS Office- Excel - SPSS- Omega Software

EXPERIENCE

Yazzco Limited Company | Beirut, Lebanon

Operational manager

March. 2023 – Dec. 2023

- Directing photoshoots to ensure an enhanced brand visibility engagement on social media accounts.
- Managed end-to-end recruitment processes, including sourcing, screening, interviewing, and onboarding, ensuring alignment with organizational goals and culture.
- Administered employee compensation, including salary, bonuses, and adjustments, maintaining strict confidentiality and accuracy in all transactions.
- Coordinated and led regular team meetings, ensuring clear agendas, productive discussions, and actionable outcomes, fostering team collaboration and project alignment.
- Oversaw daily operations ensuring smooth functioning and adherence to quality standards.
- Managed a team of staff members, providing leadership, guidance, and support to achieve departmental goals.
- Developed and implemented operational policies, procedures, and workflows to streamline processes and improve efficiency.
- Resolved operational issues and challenges in a timely and effective manner, maintaining a focus on customer satisfaction and business objectives.
- Implemented training programs to enhance staff skills and knowledge, contributing to professional development and team performance.
- Conducted regular performance evaluations and provided feedback to team members, fostering a culture of accountability and continuous improvement.
- Facilitated business meetings with external companies, fostering strong partnerships and exploring opportunities for collaboration.
- Collaborated with senior management to develop strategic plans and initiatives aimed at driving growth and achieving organizational objectives.
- Led special projects or initiatives as assigned, demonstrating flexibility and adaptability to changing business needs.

Tatsuo Sushi & Grill | Beirut, Lebanon

Assistant Restaurant Manager

Sep. 2018– Jun. 2020

- Assisted in the management of funds, media, receiving, inventory, and payroll as needed.
- Assisted in monitoring sales performance and making recommendations for scheduling, staffing, and other strategies.
- Resolved customer complaints, guided them, and provided relevant information.
- Ensured each guest received excellent service by providing an environment that included maintaining the brand standards, solid knowledge of the menu, and all other components of gracious hospitality.
- Monitored dining rooms continuously for seating availability, service, safety, and well-being of guests.
- Ensured sanitation, safety, and food quality.
- Greeted and encouraged feedback from customers and used feedback to implement positive changes within the restaurant.
- Appropriately suggest additional items to customers to increase restaurant sales.

Cashier & Phone Operator

Sep. 2017 – Aug. 2018

- Maintained detailed records of served orders and collected cash.
- Collected payments whether in cash or credit.
- Took customer delivery orders and collected needed information accurately.
- Coordinated with the delivery team to deliver customers' orders promptly.

EDUCATION

Lebanese University (LU), Lebanon Nov. 2024
Master's degree in business management

Ashbel Al Sahel High School, Beirut, Lebanon Jul. 2016
Lebanese Baccalaureate (ES)

EXTRACURRICULAR ACTIVITIES

Beirut for the Ethical Treatment of Animals NGO (BETA) May. 2017 – Present
Volunteer

Seeking to promote the welfare of animals in Lebanon by saving them from illegal cruelty, miserable conditions, accidents

Social Movement Organization (funded by Save The Children Organization) 2014-2016
Volunteer

Part of the “**Youth Requests**” project for children’s voices and rights

SUMMARY SKILLS

Languages: **English** (Bilingual Proficiency), **Arabic** (Native).

Computer skills: Omega Software, Microsoft Office.

Soft skills: Customer Service, Supervising, Multitasking, Active Listening, Coordination, Emotional Intelligence.