

SABAH GHALAYINI

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Summary

Seeking a challenging position in a reputable dynamic firm, where my educational background and interpersonal skills are fully utilized and enhanced. Full-time position as a system analyst, applying my analytical skills and technical knowledge to optimize information systems and drive business growth.

Skill Highlights

- Perfect customer service
- Strong decision maker
- Complex problem solver
- Critical thinking
- Creative design
- Innovative
- Leadership
- Service-focused

Education

BACCALAUREATE in " Economic and Sociology " . Shakib Arslan School ,verdun, Beirut. / From September 2018 to June 2019

Bachelor degree of MANAGEMENT INFORMATION SYSTEM, LEBANESE INTERNATIONAL UNIVERSITY, Salim Slam,Beirut.

Experience

- **MCDONALD'S, Hamra , Beirut 2016–2018 - Manager**
 - Effectively managed employee performance, including appraisals, support, training, and discipline.
 - Developed and maintained a safe work environment to meet all health and safety standards.
 - Provided training, orientation, and guidance to all team members.
 - Achieved "Crew of the Month" award five times.
 - Demonstrated detailed knowledge of McDonald's POS systems.
- **KELLY FISH Restaurant , Sodeco , Beirut 2018–2019 - Waitress**
 - Welcomed and seated guests, took guest orders, and communicated them effectively to the kitchen.
 - Memorized the menu and offered recommendations to upsell appetizers, desserts, or drinks.
 - Delivered a superior dining experience by promptly resolving all customer issues.

- **DUNKIN DONUTS , Downtown , Beirut 2019–2020 - Barista**
 - Warmly welcomed customers, created and served hot or cold beverages, and donuts tailored to their preferences.
 - Handled customer orders and payments.
 - Cleaned and sanitized work areas, seating areas, and equipment/tools.
- **GRAZE BURGER , Patrakia , Beirut 2021–2021 - Call Center**
 - Took calls from customers, answered questions, or addressed any concerns they may have.
 - Handled inbound and outbound calls to and from customers.
 - Listened to customers' needs or issues and provided helpful solutions to their problems.
- **GRAZE BURGER ,2021–2022 - Accounting**
 - Recorded transactions in the general ledger and accurately coded and categorized expenses.
 - Analyzed ledger and journal entries.
 - Managed and kept track of inventory, cash flow, and income statements.

Languages

- Arabic: Native Level
- English: Business Level

Computer Skills

- Excel - Word - PowerPoint- Outlook
- Business intelligence, python , sql