

Zein Zreik

Tel: +961 78916235 Email: zeinzreik14@gmail.com

LinkedIn: [linkedin.com/in/zein_zreik](https://www.linkedin.com/in/zein_zreik)

Education

CIS College

Diploma in Business Management and Administration

Oct 2024 – Sep 2025

Lebanese University (LU)

Management Information Systems

2018 -2022

Work Experience

Stories Coffee

Store Manager – Training Specialist

March 2024 - Present

- Training for growth and development
- Ensuring proper customer service
- Customer relation management
- Ensuring the proper implementation of daily operations
- Food safety auditor
- Quality assurance
- Research and development

Urbanista Community

Store/Floor Manager

Jan 2024 – March 2024

- Beverage and menu creation
- Team training and development
- Operation management
- Quality assurance
- Customer Service

Starbucks Coffee™

Store Manager

Oct 2019 – Dec 2023

- Managing customer service and relations
- Organizing and managing store operations
- Team training and development
- Quality Assurance
- Stock management
- Business development

Instructor – Lebanese University

Dec 2019 – Apr 2021

Responsible for giving the following courses:

- Business Language (Writing essays, business letters, memos, emails, and CVs)
- Microsoft Office (Word, Excel, PowerPoint, Access Database)

Trainings and Certifications

- **Digital Marketing and Social Media** (CIS College) Oct 2024
- Decision-making and risk minimization (Alshaya Group)
- Asset protection and Loss prevention expert (Alshaya Group)
- People's training and growth (Alshaya Group)
- Certified Trainer-Store Manager (Alshaya Group – Starbucks Coffee™)
- **Microsoft office certification** (Microsoft) Mar 2018
- Team leadership (Alshaya Group)
- Customer relationship management (Alshaya Group)
- Business analytics and development (Alshaya Group)

Skills

- The capability to priorities tasks and work under pressure
- Track record of working well with others and delegating/escalating tasks
- Fluency in English
- Flexibility and adaptability to changing workloads
- Problem-solving skills
- Leadership skills
- Coaching for growth and development
- Attentiveness and patience
- Excellent presentation skills
- Active listening and effective communications skills
- Capability to work in a team environment
- Computer skills (Microsoft office)
- Performance management
- Analytical thinking