



## SUMMARY

A motivated and results-driven professional with diverse experience in customer service, management, and technical skills. Proven ability to increase sales, streamline operations, and enhance customer satisfaction. Currently pursuing a Bachelor of Science in Computer Science, with proficiency in C++, data analysis, and networking. Seeking a position where I can leverage my skills in a dynamic environment to drive business success and professional growth.

## EDUCATION

### Bachelor of Science in Computer Science

AUL University, Expected Graduation: 2026

### High School Diploma

Lycée Phoenix School, Graduated: 2022

## HARD SKILLS

- Programming Languages: C++
- Data Analysis
- Networking
- Microsoft Office (Word, Excel, PowerPoint)
- Adobe Premiere Pro
- Bilingual: English (Fluent), Arabic (Fluent)

## SOFT SKILLS

- teamwork and Collaboration
- Customer Service Excellence
- Creativity and Innovation
- Negotiation and Persuasion
- Conflict Resolution
- Critical Thinking

## PROFESSIONAL EXPERIENCE

### Cashier/Manager

Supermarket Amhaz — 2024 to 2025

- Ensured the store was fully stocked, placing orders with suppliers and maintaining inventory levels to meet customer demand.
- Implemented targeted promotional strategies and improved store layout to boost sales.
- Streamlined inventory management processes, reducing shrinkage and increasing staff awareness.

Achievements:

- Increased overall sales by 18% within the first year through strategic promotions and store improvements.
- Reduced inventory shrinkage by 10% through improved inventory management practices.

### Waiter

Café Amaren — 2020 to 2022

- Greeted and seated customers, provided menus, and answered menu-related inquiries.
- Took food and beverage orders, entering them into the POS system for accuracy.
- Delivered food and drinks promptly while ensuring customers had a positive dining experience.

Achievements:

- Consistently maintained a customer satisfaction rating of 95% or higher based on feedback surveys.
- Increased average check size by 10% through effective upselling of beverages and desserts.
- Recognized as "Top Performer" for processing over 50 orders per shift while maintaining accuracy.
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