Ali Hajj Ali

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Objective

Passionate and creative professional with team management and leadership experience. Skilled in algorithms, data structures, and data manipulation using programming languages relevant to web development. Driven to exceed expectations and deliver high-quality results.

Work Experience

Shift Supervisor, *Starbucks | Full-time | 2021 – Present*
- Supervise daily store operations, ensuring smooth workflow and high service quality.
- Lead, coach, and motivate team members to achieve sales targets and excellent customer satisfaction.
- Manage employee schedules and handle shift changes to optimize staffing levels.
- Oversee inventory control, cash handling, and compliance with health and safety standards.

Barista, *Starbucks | Full-time | 2021 – Present*
- Prepare and serve beverages and food items according to company recipes and quality standards.
- Provide friendly, efficient customer service in a fast-paced environment.
- Maintain cleanliness and organization of the store and workstations.
- Support team efforts during busy periods to ensure timely service.

Sales Associate, *New Baby | Part-time | 2020 – 2021*
- Greet and assist customers with product selection and inquiries.
- Process sales transactions accurately and efficiently.
- Organize and restock merchandise displays to attract customers.
- Support promotional campaigns to drive store sales.

Crew Trainer, *McDonald's | Part-time | Nov 2018 – 2019*
- Train new crew members on customer service, food preparation, and safety procedures.
- Monitor trainee progress and provide feedback for improvement.
- Assist in daily operations to maintain service standards.
- Foster a positive work environment and encourage teamwork.

Education

Bachelor's Degree in Human Resources
University of Sciences and Arts in Lebanon (USAL) | October 2020 – Present

Skills
- **Programming Languages:** Java, C, C#, MySQL
- **Frameworks & Tools:** Linux, Android Studio, Visual Studio, NetBeans, Microsoft Office
- **Core Competencies:** Problem solving, coaching and team development, project management

Certifications
Cisco Certified IT Essentials Professional
Completed an instructor-led 70+ hours course covering Cisco switching, routing, and wireless essentials (CCNA-1)

Projects
- **Machine Learning Product Demand Predictor:** Developed a machine learning project analyzing datasets to predict product success based on demand, customer satisfaction, and market targeting.
- **Snake Game:** Programmed an interactive version of the classic snake game to demonstrate programming and logic skills.
- **CCNA Network Setup Project:** Designed and implemented network infrastructure for a business with three branches as part of CCNA certification.

Languages
- **English:** Full professional proficiency (Equivalent to B2 Level – Linguaphone Test)
- **Arabic:** Native