

OMAR ZARROUF

Junior Operations Assistant | Business Management Student

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PROFILE

Second-year Business Management student with hands-on experience in restaurant and delivery operations, including cashiering, call center support, order dispatching, and service coordination. Strong exposure to daily business workflows, customer interaction, and problem-solving in fast-paced environments. Academic background includes project management, marketing, finance, and an AI bootcamp delivering a fully developed AI-powered web application. Also brings long-term experience in personal training and fitness operations.

EXPERIENCE

Operations Assistant / Cashier

Restaurant & Delivery Operations — *July 2024 – Present*

- Supported daily business operations including cashiering, order dispatching, call center support, and in-store coordination.
 - Managed customer orders, payments, cash handling, and issue resolution across phone and in-person channels.
 - Coordinated with kitchen staff, waiters, bar staff, and delivery drivers to ensure accurate and timely order fulfillment.
 - Assisted service and bar teams during peak hours to maintain workflow efficiency and service quality.
 - Identified operational and cash-related errors and escalated issues to supervisors to minimize service disruption.
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PROJECTS

Standard Operating Procedures (SOP) — Restaurant Operations (*Partially implemented, in progress*)

- Designed and documented Standard Operating Procedures covering cashiering, call center workflows, order dispatching, and service coordination.
- Defined clear error-resolution and escalation protocols to reduce operational mistakes and service delays.
- Developed hygiene guidelines and performance standards to support service quality and compliance.
- Created operational checklists to improve consistency, onboarding, and daily task execution.
- Collaborated with on-site staff to ensure procedures reflect real workflows and peak-hour constraints.

AI-Powered Application — Team Project (AI Bootcamp)

- Collaborated in a team to design and deliver a fully functional AI-powered web application.
 - Contributed to system integration, basic web development, documentation, and the final pitch presentation.
 - Participated in problem definition, solution design, and structured delivery under time constraints.
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E D U C A T I O N

B.S. in Business Management (*In Progress*)

Lebanese University

Relevant Coursework:

- Project Management
 - Financial Planning
 - Marketing & Digital Marketing
 - E-commerce
 - Graphic Design, Filming & Editing
 - AI Fundamentals
 - Basketball Tactics (team strategy and performance analysis)
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S K I L L S

Business & Operations

- Business Operations & Coordination
- Customer Service & Call Handling
- Dispatching & Order Management
- Process Documentation (SOPs)
- Team Coordination in Fast-Paced Environments

Technical & Creative

- Basic Web Development (HTML, CSS)
- Graphic Design & Content Editing
- Digital Marketing & E-commerce
- AI Fundamentals & System Integration

Sports & Fitness

- Personal Training & Bodybuilding (4 years experience)
- Training planning, discipline, performance optimization

L A N G U A G E S

- Arabic — Native

- French — Fluent
- English — Fluent
- Turkish — Basic / Conversational