Mohammad Jawad Awala

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Professional Summary

Driven and detail-oriented Business Administration student with hands-on experience in customer service and cash handling. Demonstrates strong communication skills, accuracy in financial transactions, and the ability to perform efficiently in fast-paced environments. Known for reliability, professionalism, and a proactive approach to problem-solving and teamwork.

Education

Student in Business Administration – Business Management / University of Sciences and Arts in Lebanon (USAL)

Work Experience

Cashier | Al Sanawbara
April 2025 – Present

- Accurately process cash, card, and digital payments, ensuring error-free transactions and customer satisfaction
- Maintain full responsibility for daily cash register operations, including reconciliation and end-of-shift balancing
- Deliver high-quality customer service by assisting clients, resolving inquiries, and ensuring a smooth checkout experience
- Handle high transaction volumes efficiently in a fast-paced retail environment
- Support store operations by coordinating with team members to maintain workflow and service standards
- Contribute to a positive customer experience through professionalism, attention to detail, and clear communication

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Skills

- Customer Service Excellence
- Communication & Interpersonal Skills
- Teamwork & Collaboration
- Time Management & Multitasking
- Attention to Detail & Accuracy
- Microsoft Office (Word, Excel, PowerPoint)
- Languages: Arabic (Native), English (Fluent), French (Intermediate)

Certifications

- Google Project Management Certificate – Level 1 (Coursera)
- Project Initiation: Starting a Successful Project – Google (Coursera)
- 75-Hour Certificate in Microsoft Excel, Word, and PowerPoint