

Malek Yaser Alali

PROFILE SUMMARY

Motivated and compassionate healthcare management student with a strong foundation in health systems, first aid, and psychosocial support. Over 3 years of experience in customer service and 300+ volunteer hours with NGOs. Seeking to apply my training and interpersonal skills in an impactful environment.

PROFESSIONAL SKILLS

- **Soft Skills:** Problem Management- Communication- Time Management.
- **Computer Skills:** Microsoft Office (Word, Excel, PowerPoint)- Arduino.

WORK EXPERIENCE

1-Sales Person-*Chatura, Lebanon*

Nov,2025-present

The Grand Outlet, Company

Duties:

- Deliver exceptional customer service, providing personal recommendations to help customers choose clothing that suited their style and needs.
- Maintain a well-organized store, ensuring products are neatly displayed, and stock is always replenished.
- Manage transactions accurately and efficiently, ensuring a smooth checkout process for customers.

2- Cashier & Customer Service Representative- *Zahle, Lebanon*

Nov,2022-Aug,2025

Jenny's, Gifts Shop

Duties:

- Handled various data entry tasks, including customer information, invoices, sales reports, employee leave requests.
- Maintained data confidentiality and adhered to data security protocols.
- Met tight deadlines and ensured timely completion of data entry tasks.
- Demonstrated strong attention to detail and organizational skills.
- Committed to data accuracy and quality.
- Ensured high customer satisfaction.
- Resolved customer inquiries and complaints quickly and effectively, maintaining a positive customer experience.
- Processed orders, returns, and exchanges, collaborating with internal teams to ensure smooth service delivery.

3- Community Worker - *Taanayel, Lebanon*

Jan 2023- Jan 2025

Iowa University and George Mason University

Duties:

- Provided psychological and social support to young adults working in humanitarian settings.
 - Contributed to the implementation of "Problem Management Plus" interventions to improve mental health and well-being within local communities.
-

1 Team Leader *Taanayel, Lebanon*

Jan 2024- Aug 2025

Multi-Aid Programs, MAPS, Robotics Project

Duties:

- Led the team in designing and researching for the ARC Competition AR9 and AR10.
 - Helped the team to achieve first place in the Project University Challenge in the ARC Competition AR9
 - Helped the team to achieve first place in the Project University Challenge in the ARC Competition AR10
 - Helped the team to achieve first place in the ROBOGEEAI Challenge 2025 – AI for Well-Being.
-

EDUCATION

- Associate of Science in General Studies, Southern New Hampshire University Oct 2024
- Bachelor of Arts in Healthcare, Southern New Hampshire University Expected in Oct 2026

LANGUAGE COMPETENCIES

- **Language 1:** Arabic -native
- **Language 2:** English-Uber intermediate.