

CONTACT

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SKILLS

- Data Analysis & Data Entry
- Microsoft Office (Excel, Word, PowerPoint)
- Programming: Python, R, SQL, C++, Java
- Web Basics: HTML, CSS, JavaScript
- CRM / POS Systems (Omega)
- Multitasking & Time Management
- Communication & Client Handling
- Problem Solving & Adaptability
- Languages: Arabic, French, English
- Typing: ~43 WPM
- Administrative Support & Coordination

PROFESSIONAL EXPERIENCE

Manager | July 2025 – Present

Joulia

- Oversee daily operations, ensuring smooth coordination between front and back office
- Manage staff scheduling, task delegation, and performance monitoring
- Handle customer relations, issue resolution, and service quality control
- Monitor inventory, suppliers, and operational efficiency
- Support financial tracking, reporting, and process optimization
- Improve workflow organization and team productivity

Cashier / Waitress | May 2023 – June 2025

Joulia

- Managed transactions, billing, and cash handling with accuracy
- Coordinated orders, reservations, and delivery operations
- Communicated effectively with customers and internal teams
- Maintained organized workflow under high-pressure environments
- Assisted in inventory tracking and supplier coordination
- Ensured service quality and operational consistency

Promoter | April 2023 – December 2023

Traffic 360 / Elevate

- Promoted products and increased sales through direct customer interaction
- Collected and analyzed customer feedback to support business improvements
- Contributed insights to optimize product positioning and sales strategies

Survey Researcher | February 2023 – March 2023

IPSOS / ODK

- Conducted structured surveys and collected quantitative and qualitative data
- Ensured data accuracy and integrity during field collection
- Contributed to research insights for service and policy improvements

Private Tutor | February 2020 – January 2022

Self-employed

- Provided academic support to students aged 7–14
- Adapted teaching methods based on student needs
- Improved student performance through structured learning plans

EDUCATION

- **BACCALAUREATE IN SOCIOLOGY AND ECONOMICS | 2019 – 2022**
- **BS in Data science | 2022 – 2025**