

NABIL JABER

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PROFESSIONAL SUMMARY

Motivated and customer-focused professional with over 3 years of experience in service, support, and hospitality. Skilled in handling customer inquiries, solving problems quickly, and working efficiently under pressure. Experienced with POS systems, basic office software, and email communication. Currently pursuing a degree in Marketing Management and eager to contribute strong communication and multitasking skills to a full-time Customer Support role.

WORK EXPERIENCE

Barista

January 2026 – Present

Amasee — Beirut Souks, Lebanon

- Prepared premium coffee beverages using Modbar espresso systems in a luxury fine dates and confectionery environment.
- Delivered high-end customer service and maintained exceptional presentation standards.
- Handled customer orders, POS transactions, and daily bar operations efficiently.
- Maintained cleanliness, organization, and workflow efficiency during busy shifts.
- Worked closely with team members to ensure smooth and professional service.

Head Barista

February 2025 – December 2025

Pavilion Cafe — National Museum

- Delivered fast, friendly service and resolved customer concerns professionally
- Trained and supervised new baristas to maintain high service quality
- Managed inventory, placed supplier orders, and handled POS transactions
- Used email and digital tools for internal communication and shift coordination
- Ensured workspace cleanliness and smooth daily operations

Barista

January 2024 – February 2025

The Barn — Gemayze, Lebanon

- Greet and assist customers with professionalism and care.
- Respond to customer inquiries and resolve minor complaints.
- Maintain clean, organized workspace and stock levels.

Head Waiter

May 2023 – December 2023

Cheese on Top — Bliss, Lebanon

- Managed customer orders and supervised dining service.
- Ensured accuracy and timeliness in client communication.
- Handled opening tasks, cash operations, and hygiene inspections.

Specialty Coffee Barista

November 2022 – April 2023

B_U — Gemayze, Lebanon

- Prepared specialty coffee using slow bar brewing methods and specialty coffee equipment.
- Assisted customers with coffee recommendations and explained brewing methods and flavor profiles.
- Maintained cleanliness, organization, and workflow efficiency in the coffee station.
- Handled customer orders, POS transactions, and ensured high-quality customer service.
- Worked efficiently in a fast-paced specialty coffee environment.

Waiter and Barista

January 2021 – October 2022

Café Younes — Hamra, Lebanon

- Prepared coffee beverages and maintained quality standards during busy shifts.
- Delivered high-quality service in a fast-paced environment.
- Handled customer feedback and ensured satisfaction.
- Managed customer orders and POS transactions efficiently.
- Maintained cleanliness and organization of the café and bar station.

SKILLS

- Customer Service & Support
- Verbal & Written Communication (English & Arabic)
- Microsoft Office (Word, Excel, Outlook)
- Problem-Solving & Attention to Detail
- Data Recording & Reporting
- Team Collaboration & Sales Support
- Adaptability & Time Management

EDUCATION

Arab Open University — Lebanon

Bachelor's in Marketing Management (2023 – Present)

High School Diploma (2020)

ADDITIONAL INFORMATION

- Strong interest in communication and customer interaction
- Active team player with leadership experience in sports