










Personal details

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-  Kaslik
-  14 November 2004





Skills

- Communication skills 
- Active Listening 
- Sales 
- Time Management 




Languages

- Arabic 
- English 

Hobbies

-  Music
-  Reading
-  Photography
-  Gaming

Qualities

-  Communication
-  Adaptability
-  Problem-solving

Education

- Bachelor of Business Administration - Business Computing Emphasis** Jan 2024 - Present
Holy Spirit University of Kaslik, Kaslik
- Proficiency in analysing business processes and designing IT solutions to enhance organisational efficiency

- High School Diploma**
Shouf National College, Baakline

Employment

- Waiter** May 2024 - Present
Roadster Diner, Jounieh
- Handled customer enquiries and complaints professionally, enhancing customer satisfaction and retention.
 - Greeted customers promptly and courteously, providing menu recommendations based on diners' preferences and dietary restrictions.
 - Ensured the accurate relay of all customer orders to the kitchen, reducing errors and improving service efficiency.

- Counter Staff** Apr 2023 - Apr 2024
Roadster Diner, Jounieh
- Handled countless orders in tough rush hours while still providing good quality and delivery.
 - Huge help and great communication with the waiters and kitchen staff.

Courses

- Business Continuity Plan & Risk Management**
- Conducted risk assessments to identify potential operational threats and implemented mitigation strategies.
 - Analysed business impact to prioritise critical functions and resource allocation under various risk scenarios.
- Business Data Analytics**
- Utilised statistical tools and predictive modelling techniques to support data-driven decision making
 - Developed expertise in data visualisation techniques to transform complex datasets into actionable business insights
- Principles of Marketing**
- Understanding of core marketing concepts including market segmentation, targeting, and positioning
 - Analysis of consumer behaviour and decision-making processes