

Name: Elma Youssef
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Career objective:

Work for an organization which provides me the opportunity to improve my skills and knowledge to growth along with the organization objective and to gain new experience and to utilize my interpersonal skills to achieve these goals.

Experience:

07/2017 – Present

Assistant manager at ‘Bistr’eau restaurant’

- Ensuring that all guests feel welcome and are given responsive, friendly and courteous service at all times
- Actively managing other staff members by working hands on in making food, servicing customers and overseeing the coordination of deliveries
- Assisting other staff members to complete opening, closing and prep lists
- Controlling cash and other receipts by adhering to cash handling and reconciliation procedures in accordance with restaurant policies and procedures
- Working closely with restaurant owner on accounting tasks

01/2017 – 06/2017

Team leader at ‘The fifth resto-pub’

- Handling billing issues
- Managing orders
- Assuring customers satisfaction

06/2013 – 12/2016

Waitress

- Managing orders
- Assuring customers satisfaction

Education:

10/2018 – 06/2020

Arts, Sciences & Technology University (AUL) Kaslik, Lebanon

- Started my master’s degree on October 2018 and the estimation time of graduation would be on June 2020.

10/2015 – 07/2018

Arts, Sciences & Technology University (AUL) Kaslik, Lebanon

- Bachelor of Business Administration; Major: Accounting.

10/2012 – 06/2015

Batroun technical school

- BT1 - BT2 – BT3 in accounting & IT.

Core Qualifications and soft skills:

- Able to work independently or as part of a team
- Dedicated to reduce the red tape that can cause business issues
- Proactive problem solver and analytical thinker
- Works well with all levels of management

Computer knowledge:

- Microsoft Office (Word, PowerPoint, Excel)
- Squirrel
- Omega

Language skills:

- Arabic: Fluent in speaking, reading and writing.
- English: Fluent in speaking, reading and writing.
- French: Fluent in speaking, reading and writing.