

# ADHAM SAKHNINI

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Grasps company initiatives quickly, achieving store and personal goals. Swiftly adapts to shifting seasonal needs, demands and priorities. Communicates trends and recommendations to customers and provides feedback to management. Applies effective teamwork, customer and sales skills simultaneously. Always applies good judgment when performing duties.

## EXPERIENCE

2018 OCT – 2020 MAR

### **CUSTOMER SERVICE**, MCDONALD'S

Improved customer satisfaction ratings by addressing issues and fostering timely resolution. Managed customer relations and customer service through daily communication and interaction. Conferred with customers about concerns with products or services to resolve problems and drive sales. Reported to work early, checked low inventory, learned sales or special offerings, and became aware of store issues. Processed purchases and handled payment transactions using POS system.

2018 JUN – 2018 OCT

### **CUSTOMER SERVICE**, THE UPS STORE

Counted cash in register drawer at beginning and end of shift. Restocked, arranged and organized merchandise in front lanes to drive product sales. Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers. Maintained customer satisfaction while handling packaged product and returns quickly and professionally.

## EDUCATION

JUN 2018

### **BACHELOR OF SCIENCE**, GOVERNORS STATE UNIVERSITY

I am a second-year computer science student. I have had good student insurance with Stat Farm for the last 2 years.

## SKILLS

- Computer proficient
- Money handling
- POS systems
- Order fulfillment
- Customer service