

Ibrahim Elgreghni

18113 Jimenez Dr
abrahimgreg@gmail.com
4054232289

I am a dedicated and enthusiastic student at Santa Fe High School, expected to graduate in May 2025, with a strong passion for technology and a goal to study Information Technology and Computer Science at the University of Oklahoma. Currently, I serve as the Operations Manager at Mocha House in Edmond, OK, where I oversee daily operations, manage a team, and drive business growth through strategic marketing, financial management, and operational efficiency. Previously, I worked as a Shift Lead at Rice n Buns, honing my leadership, customer service, and operational oversight skills. My achievements include being a state finalist in both the Oklahoma DECA Marketing and Entrepreneurship competitions, demonstrating my knowledge and application of marketing principles and entrepreneurial skills. I am proficient in English and Arabic, and competent in Spanish. My key skills include problem-solving, communication, team collaboration, inventory control, performance analysis, time management, and sales strategy implementation.

Professional Experience

Operations Manager

Mocha House, Edmond , Oklahoma | October 2023 - Present

Key Responsibilities:

- Oversaw daily operations, ensuring efficient and high-quality service.
- Managed a team of baristas and support staff, including hiring, training, and performance evaluations.
- Implemented inventory control systems to maintain optimal stock levels and reduce waste.
- Developed and enforced standard operating procedures (SOPs) to ensure consistency and compliance with health and safety regulations.
- Conducted regular financial analysis and budget management, achieving cost reductions and revenue growth.
- Coordinated marketing and promotional activities to increase customer engagement and sales.
- Resolved customer complaints and issues promptly, maintaining a high level of customer satisfaction.
- Collaborated with suppliers and vendors to secure competitive pricing and quality products.
- Monitored and analyzed key performance indicators (KPIs) to drive operational improvements.

Key Achievements:

- Increased monthly sales by 20% through strategic marketing campaigns and enhanced customer service.
- Reduced operational costs by 34% by streamlining processes and negotiating better vendor contracts.
- Improved staff retention rates by 25% through targeted training and development programs.
- Enhanced customer satisfaction scores by 60% by implementing a feedback system and addressing common concerns.

Shift Lead

Rice N Buns, Edmond , Oklahoma | February 2021 - September 2022

- **Leadership and Team Management:** Supervised a team of 11 employees during shifts, ensuring efficient workflow and maintaining high standards of service quality. Provided guidance and support, fostering a collaborative and positive work environment.
- **Customer Service Excellence:** Addressed customer inquiries and resolved complaints promptly and professionally, enhancing customer satisfaction and loyalty. Ensured that all guests received a superior dining experience.

- **Operational Oversight:** Managed daily operations including opening and closing procedures, cash handling, and inventory management. Coordinated staff schedules and delegated tasks to optimize efficiency and meet business demands.
- **Training and Development:** Trained new hires on restaurant policies, procedures, and customer service standards. Conducted regular performance evaluations and provided constructive feedback to promote continuous improvement.
- **Quality Control:** Monitored food safety and hygiene standards to comply with health regulations. Ensured all dishes were prepared according to the restaurant's standards and recipes.
- **Conflict Resolution:** Effectively handled interpersonal conflicts among staff, ensuring a harmonious work environment and promoting teamwork.
- **Sales and Profitability:** Assisted in implementing sales strategies to achieve revenue targets. Monitored sales performance and suggested improvements based on customer feedback and sales data.
- **Administrative Duties:** Maintained accurate records of daily operations, including inventory logs, sales reports, and staff attendance. Assisted in the preparation of weekly and monthly operational reports for management review.

Education

Highschool

Santa Fe , 1901 West 15th Street Edmond, Oklahoma 73013 United States | August 2020 - Present

I am a dedicated and enthusiastic student at Santa Fe High School, expected to graduate in May 2025. With a strong passion for technology, I plan to further my education at the University of Oklahoma, where I intend to study Information Technology and Computer Science. My goal is to attain the highest level of education in the field, equipping myself with the skills and knowledge to excel in the ever-evolving tech industry. I am eager to leverage my academic background and enthusiasm for IT to make significant contributions to the field.

Key Skills

- **Problem-solving:** Strong analytical and problem-solving skills, with the ability to quickly diagnose issues and implement effective solutions.
- **Communication:** Excellent communication skills, both verbal and written, with the ability to convey technical concepts to non-technical stakeholders effectively.
- **Team Collaboration:** Proven ability to work collaboratively in team environments, contributing ideas and expertise to achieve common goals.
- **Inventory Control:** Implemented inventory control systems to maintain optimal stock levels and reduce waste, ensuring cost-efficiency
- **Performance Analysis:** Monitored and analyzed key performance indicators (KPIs) to identify areas for improvement and implement operational enhancements.
- **Time Management:** Demonstrated ability to manage multiple tasks and priorities in fast-paced environments, ensuring efficient workflow and meeting deadlines.
- **Sales and Profitability:** Assisted in implementing sales strategies to achieve revenue targets, resulting in increased monthly sales and profitability.

Accomplishments

Oklahoma Deca Marketing State Finalist

(Deca) | March 2024

Recognized as a state finalist in the DECA Marketing competition, demonstrating outstanding knowledge and application of marketing principles and strategies.

Competed against top students from across the state in a rigorous series of events that tested abilities in various marketing disciplines, including market research, campaign development, and promotional planning.

Oklahoma Deca
Entrepreneurship State
Finalist

(Deca) | March 2024

Recognized as a state finalist in the Oklahoma DECA Entrepreneurship competition, showcasing exceptional entrepreneurial skills and business acumen.

Competed against top students from across the state in a challenging series of events focused on entrepreneurship, including business plan development, financial planning, and market analysis.

Languages

- English - Expert
- Arabic - Proficient
- Spanish - Competent