

Mazen Abdelfadiel

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EDUCATION

James Madison University

Bachelor of Business Administration: Finance
Concentration: Financial Analysis

Harrisonburg, VA

Expected Graduation: May 2026

GPA: 3.0

WORK EXPERIENCE

Texas Roadhouse

Server

Glen Allen, VA

June 2022– August 2023

- Arranged and prepared tables for customers to offer memorable experiences to guests and foster repeat business •
Bussed and reset tables in a fast-paced environment to keep the dining room and work areas clean
- Cultivated warm relationships with regular customers
- Upsold high-profit items such as appetizers and mixed drinks to enhance sales numbers
- Worked with the POS system to place orders, manage bills, and handle complimentary items
- Utilized communication practices with kitchen staff to deliver customer meals in a timely manner

Zaxby's

Crew Member

Glen Allen, VA

July 2020– May 2022

- Addressed guest needs, questions, or concerns to create optimum experience onboard
- Trained new team members on procedures, customer service, and sales techniques
- Helped customers complete purchases, locate items, and join reward programs
- Cleaned and maintained all areas of the restaurant to promote a clean image
- Worked front counter, drive-thru, and other areas achieving national recognition through Zaxby's Corporate office
- Built relationships with customers to encourage repeat business

Business Owner

Sneaker Reselling

Glen Allen, VA

August 2020 –February 2021

- Managed and tracked sneaker transactions
- Advanced knowledge to understand how to read the market through company websites and other social media outlets
- Comprehend profit/loss margin principles and grasp ROI concepts along with recognizing the significance of capital

EXTRACURRICULAR ACTIVITIES

Pi Kappa Alpha, James Madison University

Member

Harrisonburg, Va

October 2022-Present

- Attend weekly chapter meetings and participate in philanthropy events
- Collaborate as brothers to foster connections and alliances with other college sororities and fraternities

SKILLS AND CERTIFICATIONS

Language: Arabic (Fluent)

Technical Skills: Familiarity with Excel and Word

Certifications: LinkedIn Learning SQL Programming, LinkedIn Learning Excel Essential

INTERESTS

Avid gym goer, financial markets, wealth creation