**Objective*:***To obtain a position in the cashiering and Customer service fields where exceptional analytical and technical skills, and effective cash handling experience can be fully utilized to improve the company’s productivity.

* Possess good communication skills and work well with teams
* Self-motivated hard worker
* Creative thinker and excellent problem solver

**Leadership:** Boy Scouts of America – Troop Committee

Merit Badge Counselor – Programming, Camping, Backpacking, Movie Making, Cooking

Sunday school Teacher, and Bible Study

**Skills:**

Management – Technical Writing, Data management and analytics, Project Management

Programing - Computer Programming and Apps and Information Technology

Languages – Development (HTML, CSS, JavaScript) and Database (MySQL)

Computer Skills - Microsoft Office: Word / Excel / Outlook / PowerPoint

**Experience:**

**Amazon:**

**A Process Assistant (PA), Staten Island, NY 2019 - 2020**

* Support Area Manager of a department by contributing to labor allocation.
* Leading meetings, assigning job duties.
* Communicating with internal and external suppliers.
* Assist and coach associates with process problems.
* Train associates and verify associates.
* Identify and address safety hazards, and coach associates in safety initiatives.

**Domino's Pizza Assistant Manager**

**Customer Service Cashier,** Nutley**, NJ 2013 - 2014**

* Managed the calls and orders
* Adhered to cash handling policy and procedures
* Practiced sincere customer service and displayed a positive personality to every guest
* Assisted the Manager with payments to delivery personnel
* Implemented operating standards in the restaurant
* Prepared and cooked pizza orders
* Assisted with deliveries at peak times
* Managed the cash drop off and nightly deposit, and processed paperwork needed
* Maintained a high level of customer service and carefully handled various customer related issues
* Well versed in product details, services, charges, and other related information necessary to manage business

**Newark International Airport – EWR Parking**

**Customer Service Cashier,** Newark, NJ **2012 - 2014**

* Responsible for safe handling of customer cars
* Inspected vehicles for existing damage and processed reports for manager review
* Managed incoming calls
* Managed cash register and followed cash handling policy and procedures
* Sincerely and warmly greeted and acknowledged every guest with a smile
* Maintained solid product knowledge to be shared with guests
* Assisted Customer with luggage issues
* Received and processed all payments by cash, credit card or voucher
* Maintained display items in a clean and orderly fashion
* Compiled all credit card receipts and followed end-of-day procedures for safe handling
* Maintained clean and orderly check out areas
* Maintained knowledge of airport and terminal; offered information, recommendations, and guidance
* Maintained a clean, neat, well-groomed appearance
* Communicated guest refunds and complaints to a manager for proper handling

**Dry Cleaners**

[**Customer Service Assistant General Manager**](https://www.linkedin.com/title/customer-service-assistant-general-manager?trk=mprofile_title)**,** Jersey City, NJ **2008 - 2012**

* Managed incoming customer calls
* Managed cash register
* Practiced a high-level of customer service
* Followed safety precautions when working with chemicals
* Followed health and safety regulations
* Operated machinery and programmed specific to fabric
* Provided a high quality of customer service
* Processed customers’ items and managed collection tickets
* Checked items for damage; sorted them according to color and fabric type
* Tag the articles with bar codes or computer chips for easy identification
* Treated heavy stains before cleaning with chemicals
* Processed customer items - checked, pressed, folded or hanged items after cleaning
* Returned cleaned items back to customers and handled payments.
* Maintained customer business relationships by displaying kindness and friendship

**Education:**

[University of Phoenix](https://www.linkedin.com/edu/school?id=17787&trk=prof-edu-school-name)

*Bachelor of Science in Business Marketing* **2015 - 2020**

*Bachelor of Science in Computer Science (changed major)* **2013 - 2015**

[Hudson County Community College](https://www.linkedin.com/edu/alumni?name=Hudson+County+Community+College&trk=prof-edu-school-name) **2007 - 2008**

##### [Learning English as a Second or Foreign Language/ESL Language Instructor](https://www.linkedin.com/edu/fos?id=100326&trk=prof-edu-field_of_study)

Bayonne High School **2008 - 2011**

*High School*

**Languages**

Arabic: Native language – Egyptian

English: Fluent

France: Basic