



Omar Mustafa

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EDUCATION

Highschool Diploma | English Math History Science *EXPECTED IN 05/2024*
Foxborough High School, Foxborough, MA

PROFESSIONAL SUMMARY

Ready to help team achieve company goals. Attentive Swim Instructor with proven abilities individual and group instruction. Careful about monitoring students to prevent injuries and other emergency situations. Knowledgeable about related equipment and teaching techniques. Certified in First Aid, CPR and water rescue. Dedicated Swim Instructor experienced in teaching swimmers at all levels. Knowledgeable in safety protocols and capable of providing enjoyable learning environment. Genuinely enthusiastic for swimming and highly effective in motivating and inspiring students of every age. I can speak 5 languages 2 fluent, 2 intermediate, 1 beginner.

ACCOMPLISHMENTS

- Resolved product issue through consumer testing.
- Collaborated with team of 3 in the development of Organik website.

SKILLS

- | | |
|----------------------------------|-----------------------------------|
| • Pool Operations | • Plan Routines |
| • Swimming Technique Instruction | • Individual Trainings |
| • Customer Satisfaction | • Adapt Programs |
| • Providing Feedback | • Microsoft Office |
| • Time Management | • Microsoft Excel |
| • Emergency Situations | • Customized Workout Plans |
| • Positive Learning Environment | • Training and Development Skills |
| • Safety Rules Enforcement | • Life-Long Learner |
| • Active Listening | • Safe and Effective Exercises |
| • Equipment Management | • Customer Needs Assessments |
| • Critical Thinking | • Computer Programming |
| • Data Gathering | • Python |
| • Student and Class Monitoring | • C++ |
| • Special Events | |

WORK HISTORY

SWIM INSTRUCTOR *12/2022 to CURRENT*

Goldfish Swim School & Goldfish Swim School Franchising | Norwood, MA

- Collaborated with swim team coaches to develop successful training plans.

- Provided positive reinforcement and motivation to increase student confidence and performance.
- Set up and broke down equipment before and after classes.
- Assisted in setting up pool deck, cleaning up public areas and closing pool in unsafe conditions.
- Prepared equipment before each class and stored items promptly after classes.
- Motivated participants through one-on-one instruction and positive feedback.
- Assisted individuals in setting achievable fitness goals, monitoring progress for success.
- Communicated clearly and positively with parents to ensure expectations were met and exceeded.
- Took notes strengths and weaknesses of each child in class to track progress.
- Taught daily swim instruction to students varying in ages and skill levels.
- Delivered fun and motivating group fitness classes designed to improve overall health and fitness levels.
- Promoted safe and inclusive environment for club clients and members.
- Encouraged participants to stay motivated and reach fitness goals.
- Implemented proper safety protocols and emergency response plans.
- Demonstrated proper form and technique to prevent injury.

CASHIER

02/2022 to 06/2022

Albertsons | Sharon, MA

- Restocked and organized merchandise in front lanes.
- Helped customers complete purchases, locate items, and join reward programs.
- Demonstrated product features, answered questions and redirected objections to highlight positive aspects.
- Help my coworkers when they needed anything.
- Taught new employees to become cashiers.
- Responded promptly to requests for assistance, spills and customer inquiries.
- Welcomed customers and helped determine their needs.
- Handled cash with high accuracy and took care to check bills for fraud.
- Processed refunds and exchanges in accordance with company policy.
- Helped customers navigate applications and in-store technology to deliver best-in-class experiences.
- Addressed customer needs and made product recommendations to increase sales.
- Assisted customers with returns, refunds and resolving transaction issues.
- Worked closely with shift manager to solve problems and handle customer concerns.
- Built relationships with customers to encourage repeat business.

- Operated cash register for cash, check, and credit card transactions with excellent accuracy levels.
- Stocked, tagged and displayed merchandise as required.
- Answered questions about store policies and addressed customer concerns.
- Greeted customers entering store and responded promptly to customer needs.
- Counted money in cash drawers at beginning and end of shifts to maintain accuracy.
- Encouraged customers to make additional purchases by highlighting current deals and keeping lane well-stocked.
- Identified and resolved discrepancies and errors in customer accounts.

LANGUAGES

Arabic

Native or Bilingual

Spanish

Limited Working

French

Elementary

English

Full Professional

Japanese

Elementary