

OMAR MUSTAFA

PROFESSIONAL SUMMARY

Prepared to contribute to team success in achieving company objectives, I am a meticulous Swim Instructor with a demonstrated proficiency in delivering both individual and group instruction. My attentiveness extends to monitoring students closely, ensuring a safe learning environment by preventing injuries and responding to emergency situations promptly.

Equipped with a comprehensive understanding of swimming equipment and teaching techniques, I am certified in First Aid, CPR, and water rescue, further emphasizing my commitment to safety in aquatic settings.

As a devoted Swim Instructor, I bring a wealth of experience in guiding swimmers of all proficiency levels. My expertise encompasses a thorough knowledge of safety protocols, fostering an enjoyable learning environment for students.

Passionate about swimming, I am highly adept at motivating and inspiring individuals of all ages, creating a positive and engaging atmosphere for skill development.

Beyond my proficiency in swim instruction, I possess linguistic versatility, being fluent in two languages, proficient in two others, and currently in the process of learning a fifth language. This linguistic diversity enhances my ability to connect with a broad range of students and enriches the overall learning experience.

SKILLS

- Pool Operations
- Customer Satisfaction
- Time Management
- Positive Learning Environment
- Active Listening
- Critical Thinking
- Swimming Technique Instruction
- Providing Feedback
- Emergency Situations
- Safety Rules Enforcement
- Equipment Management
- Data Gathering

CONTACT

☎ 5084929104

✉ Omarmustafa2024@gmail.com

📍 FOXBORO, MA 02035

- Student and Class Monitoring
- Plan Routines
- Adapt Programs
- Microsoft Excel
- Training and Development Skills
- Safe and Effective Exercises
- Computer Programming
- C++
- Cash Register Operation
- Customer Service
- Customer Assistance
- Problem-Solving
- Special Events
- Individual Trainings
- Microsoft Office
- Customized Workout Plans
- Life-Long Learner
- Customer Needs Assessments
- Python
- Bilingual
- Payment Processing
- Cash Handling
- Staff Training

EXPERIENCE

CASHIER

FEB 2022 - JUL 2022 | Albertsons, Sharon

1. Efficient Transaction Processing: Handle customer transactions accurately and efficiently, ensuring a smooth checkout experience for customers.
2. Customer Service: Provide excellent customer service by being polite, friendly, and responsive to customer inquiries or concerns during the checkout process.
3. Cash Handling Accuracy: Maintain precise cash handling skills, including counting change and processing payments accurately to prevent errors and discrepancies.
4. Product Knowledge: Familiarize yourself with the products sold in the store to assist customers with inquiries about items, prices, and promotions.
5. Maintain Cleanliness: Keep the cashier area clean and organized, creating a positive impression for customers and facilitating a more efficient workflow.
6. Handle Customer Complaints: Address customer complaints or issues with professionalism and empathy, seeking assistance from a supervisor when necessary to resolve problems.
7. Follow Store Policies: Adhere to store policies and procedures regarding refunds, exchanges, and other transactions, ensuring consistency and compliance with company guidelines.
8. Time Management: Efficiently manage time during busy periods, such as peak shopping hours, to minimize wait times for customers and maintain a smooth checkout process.
9. Operate Point-of-Sale System: Proficiently use the cash register and any associated technology, such as barcode scanners and payment processing systems, to facilitate transactions.
10. Security Awareness: Be vigilant about preventing theft or fraudulent activities, following store security protocols and notifying appropriate personnel if any suspicious behavior is observed.

SWIM INSTRUCTOR

DEC 2022 - APR 2023 | Goldfish Swim School & Goldfish Swim School Franchising, Norwood

1. Water Safety Education: Prioritize water safety by providing clear and age-appropriate instructions on pool rules, emphasizing the importance of listening and following directions.
2. Establish Trust: Build a trusting relationship with 1st graders by creating a supportive and encouraging environment, helping them feel comfortable and secure in the water.
3. Small Group Activities: Conduct swimming lessons in small groups to offer personalized attention, allowing you to address individual needs and progress at each child's pace.

4. Use Engaging Techniques: Implement creative and interactive teaching methods to keep 1st graders engaged, such as incorporating games and playful activities into swimming lessons.
5. Develop Basic Skills: Focus on fundamental swimming skills, including floating, kicking, and basic strokes, to provide a strong foundation for their swimming abilities.
6. Positive Reinforcement: Offer positive reinforcement and praise for achievements, boosting the confidence of 1st graders as they acquire new swimming skills and overcome challenges.
7. Address Water Anxiety: Be sensitive to any fears or anxieties related to water, employing gentle encouragement and gradual exposure to help 1st graders build confidence in the aquatic environment.
8. Clear Communication: Communicate clearly and consistently with both the children and their parents, providing updates on progress, goals, and any concerns related to swimming lessons.
9. Demonstrate Techniques: Demonstrate proper swimming techniques and safety practices, encouraging 1st graders to observe and imitate, fostering a visual learning experience.
10. Enjoyable Learning Atmosphere: Create a fun and enjoyable learning atmosphere in the pool, making the swim lessons an exciting and positive part of the 1st graders' overall camp experience.

Camp Counselor

JUN 2023 - SEP 2023 | YMCA, Foxboro, Massachusetts

1. Foster a Positive Environment: Create a welcoming and positive atmosphere to ensure 1st graders feel comfortable and excited about their camp experience.
2. Plan Engaging Activities: Develop age-appropriate activities that are not only fun but also promote learning and social interaction among the 1st graders.
3. Safety First: Prioritize the safety of the campers by being vigilant and implementing appropriate safety measures during all activities and outings.
4. Patience is Key: Understand the unique needs and behaviors of 1st graders, and approach situations with patience, offering guidance and support as they navigate new experiences.
5. Effective Communication: Maintain clear and simple communication with both campers and their parents, keeping them informed about daily activities and any important updates.
6. Encourage Teamwork: Foster a sense of teamwork and collaboration among 1st graders through group activities, promoting positive social skills and cooperation.
7. Be Adaptable: Be flexible and ready to adapt plans based on the needs and interests of the 1st graders, ensuring a dynamic and engaging camp environment.
8. Provide Emotional Support: Recognize and address any emotional needs or concerns of the campers, offering a supportive and understanding presence throughout the camp experience.
9. Organize Routine: Establish a consistent daily routine to provide structure for 1st graders, helping them feel secure and confident in their camp environment.
10. Have Fun: Embrace the joy and enthusiasm of working with 1st graders, creating memorable experiences that contribute to a positive and enjoyable camp atmosphere.

EDUCATION

High School Diploma

Expected graduation JUN 2024 | Foxboro High School, Foxboro, Massachusetts

- *Relevant Coursework*
 - Business
- *Extracurricular Activities*
 - Woodworking

CERTIFICATIONS

- Health Care Provider BLS (CPR & AED)
- Preventing Bloodborne and Airborne Pathogens
- Standard First Aid
- Supplemental Oxygen Support (HCP BLS)

- International Lifeguard Training Program

LANGUAGES

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|----------------------------------|-------------------------------|
| • Arabic
Native | • English
Bilingual |
| • Spanish
Intermediate | • Japanese
Beginner |
| • French
Beginner | |

ACCOMPLISHMENTS

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