

Usama Waked

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Motivated and ambitious student with a strong academic background and a passion for Computer Science. Skilled in software programming, and store management, with exceptional communication and problem-solving abilities. Proven track record of academic excellence, leadership roles, and dedication to learning and personal growth. Eager to leverage my knowledge and skills to contribute positively to a dynamic work environment and continue to develop professionally.

Professional Experience

Spago Trattoria

March 2023 - Present

Bartender

- Managed dining room cleaning needs, smoothly handling opening, closing, and shift change tasks.
- Contributed to a strong team environment, consistently supporting staff to handle customer demands.
- Prepared front-of-house stations to be presentable and ready for service.
- Ran food, hosted, bartended, and barbacked, providing versatile support across multiple roles.
- Made drinks and served wine, ensuring guests received high-quality beverages.
- Managed food running, hosting, barbacking experiences.
- Notified manager of equipment issues or breakages that affected service delivery.
- Satisfied guests with prompt assistance and friendly service.

Orion Sport

March 2022 - August 2024

Store Manager

- Managed inventory and conducted physical inventory counts to minimize loss.
- Delivered excellent customer service and adhered to standard practices.
- Updated and maintained store displays to attract customers and enhance product visibility.
- Exceeded team goals and resolved issues by sharing and implementing customer service initiatives.
- Maintained regular contact with customers and updated the store catalogue weekly to showcase new products and promotions.
- Demonstrated strong problem-solving and interpersonal skills to resolve conflicts and ensure smooth store operations.
- Verified customer receipts and checked for errors to maintain accurate transaction records.
- Acted as a cashier, handling transactions and providing quality service to customers.
- Practiced customer relations, sales, and inventory control to improve store operations and increase sales.

Colven

June 2018 - January 2022

Assistant Manager

- Helped senior managers run smooth operations by independently handling day-to-day requirements.
- Improved customer relations, maintained brand loyalty, and recaptured lost revenue opportunities by smoothly handling escalated problems.
- Maintained operational performance by skillfully handling opening and closing tasks.
- Delegated tasks to appropriate staff members for optimum productivity.
- Adjusted to multiple demands and shifting priorities in a fast-paced work environment.
- Implemented effective customer service strategies to enhance the overall experience.

Nevada Natural Products

August 2016 - June 2018

Inventory Specialist

- Conducted comprehensive analysis of inventory levels and trends to optimize stock levels and minimize shortages.
- Utilized advanced inventory management software to track stock movements, identify discrepancies, and reconcile inventory counts.
- Prepared detailed reports and forecasts on inventory performance, identifying areas for improvement and cost-saving opportunities.

- Collaborated with cross-functional teams to develop and implement inventory control procedures and best practices.
- Conducted regular audits and cycle counts to ensure inventory accuracy and compliance with company standards.
- Identified and resolved issues related to inventory discrepancies, ensuring timely resolution to maintain operational efficiency.
- Played a key role in streamlining inventory processes, resulting in improved productivity and cost savings.
- Provided training and support to staff members on inventory management procedures and software utilization.

Education

Mobile Applications Development in Computer Science September 2022 - April 2025
St. Clair College at Windsor, ON

Key Skills

- **Leadership**
- **Software Engineering**
- **Multi-tasking**
- **Microsoft Office**
- **Store Management**

Languages

- **Spanish**
- **English**
- **Arabic**
- **Portuguese**