

Karl Rouhana

Personal details

Email address	Karlrouhana58@gmail.com
Phone number	+961 81 508 012
Address	Dbayeh, Matn, Lebanon
Date of birth	May 13, 2003
Nationality	Lebanese
LinkedIn	linkedin.com/in/karl-rouhana

Education

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- Undergraduate | Computer Science | Holy Spirit University of Kaslik - USEK
 - Graduation Diploma | Life Science | College Patriarcal Rabweh

Experience

Jan 2019 – Present

Business Owner
VelvetBlue.Lb

- Proven leader in business development, with expertise in growth strategy, financial analysis, personnel management, business strategy, and team building.
- Managed day-to-day operations of a busy online shop and accompanying blog.
- Promoted products on multiple channels, including social media, online ad campaigns, and word-of-mouth initiatives.
- Managed the company's social media accounts, averaging a 43-percent follower growth across all platforms.
- Developed Instagram campaign, with customers participating in a social media giveaway and reposting campaign images for a chance to win.

Jan 2024 - Present

Head Waiter
Casper & Gambini's, Dbayeh

- Led a dynamic team of waitstaff, consistently delivering exceptional service to guests and fostering a positive dining atmosphere conducive to repeat business.
- Oversee daily restaurant operations, meticulously managing opening and closing procedures, table assignments, and staff scheduling to optimize workflow efficiency and enhance overall customer satisfaction.
- Designed and implemented comprehensive training programs tailored to onboard new staff members and empower existing team members with advanced menu knowledge, refined service standards, and effective conflict resolution techniques.
- Fostered seamless collaboration with kitchen staff and management, ensuring timely and precise food delivery, swift resolution of customer concerns, and a harmonious working environment conducive to operational excellence.
- Proactively engaged with customer feedback and concerns, exceeding expectations to cultivate a welcoming environment that encourages return visits and garners positive online reviews.

Oct 2022 - Jan 2023

Waiter

Roadster Diner, Dbayeh

- Developed strong interpersonal skills while engaging with customers and other staff members in a fast-paced restaurant environment.
- Served guests with a friendly, welcoming attitude and a smile on my face. Demonstrated ability to handle high-pressure situations while maintaining a professional demeanor.
- Handled cash register operations while efficiently skills such as reconciling daily sales, organizing orders, taking payments, and ensuring accuracy in billing.
- Served over 100 customers in a fast-paced environment while successfully handling high-volume transactions.
- Regularly provided excellent feedback from customers regarding the quality of service.
- Exhibited strong Hme management skills to ensure prompt service to customers.

Jul 2019 - Sep 2022

Waiter

Mon Maki A Moi, Dbayeh

- Handled cash register operations while efficiently skills such as reconciling daily sales, organizing orders, taking payments, and ensuring accuracy in billing.
- Communicated effectively with team members and management to ensure smooth operations.
- Assisted with training new employees on proper customer service techniques.
- Demonstrated excellent customer service skills while working as a waiter at Mon Maki A Moi for over three years.
- Gained extensive knowledge of menu items, specials, and pricing structures.
- Proficient in taking orders and delivering food quickly and accurately.
- Followed all health and safety regulations set by the restaurant.
- Upheld the highest standards of sanitation, cleanliness, and organizaHon around the restaurant.

Apr 2018 - Aug 2018

Waiter

New York City Pizzeria, Kaslik

- Stock shelves and restock items as needed to maintain inventory levels.
- Skillfully managed customer complaints and provided excellent customer service.
- Served customers in a fast-paced environment while successfully handling high-volume transactions.

Skills

- Proficient in programming languages: C++ / Java / Javascript / PHP
- Web Development: HTML / CSS
- Small Business Development.
- Organization.
- Leadership.
- Cost Estimating.
- Business Operations.
- Negotiations.
- Problem Solving.
- DelegaHon E-Commerce.
- Time Management.

Languages

- Arabic: Fluent
- English: Fluent
- French: Fluent