

## EDUCATION

TEMPLE UNIVERSITY – **Fox School of Business**, Philadelphia, PA

*Bachelor of Business Administration*

Graduation: December 2025

Major : Management Information Systems

Selected Courses: Digital Systems

## TECHNICAL SKILLS

Software Development:

Visual Studio.NET and Java

Web Development:

HTML, ASP, Microsoft FrontPage

Database Management:

SalesForce

Project Management:

Microsoft Project, Microsoft Office

## ACTIVITIES

*Member:* Association for Information Systems

September 2023 - Present

## PROJECTS

*Salesforce Data Migration Project*

- Led a critical data migration initiative, overseeing the seamless transfer of over 10,000 records from a legacy CRM system to Salesforce..
- Developed custom data validation scripts and automated error handling procedures to maintain data integrity during the migration process.
- Conducted rigorous testing and validation to achieve a remarkable 99% data accuracy rate post-migration.
- Provided comprehensive user training and documentation to ensure a smooth transition for end-users.

## EXPERIENCE

CHIPOTLE MEXICAN GRILL, Princeton, NJ

July 2017 – June 2021

*Apprentice General Manager*

- Implemented and managed effective operational strategies for a high-volume restaurant, resulting in consistently high levels of customer satisfaction and a significant increase in revenue
- Developed and implemented comprehensive training programs for new employees, resulting in increased productivity and a streamlined onboarding process

- Utilized strong communication and conflict resolution skills to handle customer complaints and ensure customer loyalty
- Demonstrated exceptional leadership skills by overseeing and coaching a team of up to a dozen employees per shift, resulting in a positive work culture and improved employee retention rates

RAS HEALTH CARE, Hamilton, NJ

October 2019 – February 2021

*Office Assistant*

- Provided top-notch customer service to patients by managing the front desk, scheduling appointments, and handling incoming and outgoing phone calls
- Ensured the accuracy and confidentiality of patient records by maintaining a detailed filing system
- Assisted with administrative tasks such as data entry and correspondence, streamlining office operations and improving efficiency

## **SKILLS**

**Languages:** Proficiency in Arabic

**Certifications:** Google Analytics