

ZOHAL SAYED

MIS STUDENT

CONTACT

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PROFILE

Detail-oriented Management Information Systems student at San Jose State University with a solid background in customer service and team leadership. Experienced in busy environments, managing high-volume transactions and providing excellent service. Knowledgeable in medical aesthetics and business administration, bringing valuable skills to enhance client experiences. Fluent in Dari, with strong communication skills to connect with diverse customers. Committed to optimizing workflows and increasing sales through strategic product recommendations while ensuring a clean and inviting environment.

SKILLS

- Excel
- Sales & Product Knowledge
- Problem Solving & Teamwork
- Social Media & Customer Success

EDUCATION

Bachelor of Science

San Jose State University

Aug 2024 - Dec 2026

Business Administration, Management Information Systems

Associate in Science for Transfer

Las Positas College

Aug 2022 - May 2024

Business Administration
Academic Honors List

LANGUAGES

English

Native

Dari

Native

WORK EXPERIENCE

Barista Trainer

Starbucks 2022 - Present

- Memorized over 50 menu items to craft customized beverages for 200+ customers daily
- Optimized workflow by maintaining a clean and organized workspace
- Collaborated with 4-10 employees per shift to strategize and exceed performance metrics
- Built rapport with new and returning customers, promoting company mission and values
- Performed complete inventory checks at directed intervals to ensure stock availability
- Effectively addressed and resolved customer issues, maintaining a positive attitude and composure
- Trained new baristas on beverage preparation, service standards, and store procedures, providing feedback to support skill development and confidence

Office Manager

SculptMe Medical Spa 2024 - Present

- Greeted and welcomed clients with warmth and professionalism
- Managed appointment scheduling and inquiries, ensuring efficient coordination of services.
- Demonstrated comprehensive knowledge of medical aesthetics, including Botox, laser treatments, microneedling, and Hydrafacials.
- Sold skincare products such as ZO Skin Health and Alastin, providing product recommendations to meet client needs.
- Utilized office equipment and software to support seamless administrative operations.
- Maintained an organized reception area, enhancing the client experience and supporting company standards
- Assisted with client intake, phone calls, payment, and paperwork, ensuring accuracy and confidentiality of sensitive information

Floor Staff

Regal Cinemas 2019 - 2022

- Operated the POS system efficiently, managing cash transactions, credit card payments, gift card redemptions, and coupon handling with precision.
- Prepared and served a diverse menu of food items while adhering to food safety and handling procedures.
- Managed inventory for concession items, monitoring stock levels and restocking as needed.
- Conducted thorough cleaning of auditoriums after scheduled shows to maintain a pleasant environment for subsequent screenings.
- Ensured cleanliness in restrooms, lobby areas, hallways, and other public spaces.