

FAWAZ ABDULRAHMAN MOHAMMED

Phone: +966 544273877 | Email: FAW1996AZ18@gmail.com

Languages: Arabic (Native), English (Very Good)

OBJECTIVE

Dedicated and results-driven professional with over 5 years of progressive experience in customer service, crew training, and shift management. Seeking to leverage my leadership abilities, communication skills, and hands-on operational knowledge to contribute effectively to a dynamic team environment.

EDUCATION

Bachelor's Degree in Chemistry

Sep 2014 - Sep 2018 | GPA: 3.11 / 5

SKILLS

Effective Communication, Teamwork and Collaboration, Leadership, Adaptability and Problem-Solving, Computer Skills (MS Office), Quick Learning Ability

EXPERIENCE

Reza Food Services
Shift Manager |

Jan 2024 - Jul 2025

- Managed and supervised daily shift operations.
- Ensured service quality and resolved customer issues.
- Monitored KPIs and motivated the team to achieve targets.
- Ensured health and safety compliance across all areas.

Reza Food Services
Crew Trainer |

Jan 2023 - Dec 2023

- Conducted structured training for new hires on service and hygiene standards.
- Coached team members to improve performance and maintain consistency.
- Monitored staff readiness and provided ongoing support.
- Promoted a culture of continuous improvement.

Reza Food Services
Service Crew Member |

Mar 2020 - Dec 2022

FAWAZ ABDULRAHMAN MOHAMMED

- Delivered excellent customer service in a fast-paced environment.
- Assisted in food preparation, order handling, and cleanliness.
- Supported team members and followed operational procedures.
- Ensured customer satisfaction through friendly and professional service.

CERTIFICATIONS & TRAINING

Crew Trainers Class | REZA Food Services Co. Ltd - McDonald's, Jeddah

Class No. 1391 - June 18-19, 2023

Covered crew training methods, leadership, and service excellence.

Running Great Restaurant (RGR) Workshop | McDonald's Restaurant Solutions Group

March 28-29, 2024

Focused on operational excellence and leadership in restaurant management.

Food Safety System Training | REZA Food Services Co. Ltd

July 11, 2021

Comprehensive training on hygiene, food handling, and preparation standards.

Restaurant Leaders Transition Program (SLT) | REZA Food Services Co. Ltd

February 10-11, 2024 - Course No. 10

Advanced leadership and management training for store-level leaders.

VOLUNTEER EXPERIENCE

Book Fair Organizer | 2017

- Communicated with attendees to raise awareness about the event.
- Distributed promotional materials and gathered contact data.
- Supported event coordination and provided assistance to visitors.