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| AhmAD AL MAHZAM Henrietta, NY (585)298.7530Ahmad\_acter@yahoo.com  |
| SUMMARYConfident, dependable, and versatile professional with extensive diverse experience; enhanced by undergraduate level studies. A problem solver and conscientious individual with a strong work ethic and industry-related experience. High energy business minded administrator.CORE SKILLS* Clear written, oral & email communication in English and Arabic
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**EXPERIENCE**

**Accounts Receivable Operations Specialist I-** Risk Management- Paychex, Henrietta, NY, December 2021 - February 2023

* Reviews, codes, and enters information into applicable financial system to ensure accurate sub-ledger data feeds to the general ledger.
* Provides first level response to all inquiries via email, mail, and phone in accordance with department policy to ensure quality service standards are met.
* Researches, reconciles, and analyzes data within designated group to ensure financial and quality standards are met.

**Cook-** Benucci’s Italian restaurant, Rochester, NY, October 2013 - September 2021

* Basic understanding of business development principles
* Good Excel, PowerPoint, Word, and Outlook skills.
* A sociable individual with first-class communication skills
* Multi-tasking / good organization skills
* Ability to adapt and respond to changing requirements.
* Under close supervision, performs various financial or accounting duties of moderate complexity.
* Organized the duties of kitchen staff to ensure order and cleanliness in the kitchen.
* Responsible for sales and answering customer questions related to food storage and preparation.
* Trained, lead, and mentored six-line cooks and three prep cooks.
* Communicated effectively to ensure timely preparation of orders.

**Line Cook-** Wegmans- Pittsford, NY November 2017 – May 2018

* Worked with the Sous Chef in running the kitchen and managing employees, overseeing the operations in the absence of the Sous Chef.
* Follow recipes and proper cooking techniques to ensure products are consistently prepared to showcase our high standards and give our guests a meal they can’t find elsewhere.
* Educate customers and employees on products, share knowledge to offer complete meal solutions and suggest ways for them to prepare meal items incorporating items from different departments.

**Lead Line Cook& Front Desk/** Radisson Hotel Rochester Airport, Rochester, NY March 2011 – December 2013

* Detailed and organized with ensuring proper ordering of items weekly.
* Process guest arrivals and departures, including all necessary payments.
* Offer referral for services and handle requests for information. Arrange for shuttle services and assist with other guest transport needs.
* Direct phone calls as necessary and ensure incidental services (movies, phones, video games, etc.) are active or restricted.

**Print production Associate/ Quality controller (Printing and Packaging)** Librairie Du Liban, Beirut, Lebanon January 2006 - April 2010

* Manage print and pattern administrative operations regarding seasonal artwork revisions.
* Create and maintain seasonal print guide for communication with both internal and external partners.
* Assist with preparation of seasonal print boards.
* Prepare color chips and pitch sheets for artwork.
* Work with Production Managers to keep all projects on time and on budget.
* Work closely with packaging engineers to determine the best options for companies and products.
* Meet with companies regarding packaging options and help them choose the most beneficial and efficient one.
* Loaded, unloaded, and labeled packages.
* Operated forklift to move supplies and finished products.
* Trained under Packaging Specialist on the fundamentals of the career.

# Education

**Associate in science, Liberal Arts & international Business** May 2021

 Monroe Community College, Rochester, NY- Overall GPA: 3.0

**VOLUNTEER WORK**

**Bethel Christian Services, Rochester, NY** March 2012

* Worked as a church volunteer for two years.
* Helped immigrants & refugees as a one-on-one tutor for refugees in their English as a second language (ESL) class. Helped refugees learn to navigate public transportation.
* Attended charity events and assisted in supporting the needy.
* Collected old clothes from donations and gave them to the needy.
* Assisted in collecting food and old clothes from donations.

**Catholic Family Center, Rochester, NY** January 2011

* Helped immigrants seeking to navigate the complex system of US immigration laws.
* Contributed to training and orientation of new volunteers.
* Helped refugee through Catholic Family Center from foods, supplies and transportation.

**Red Cross, Rochester, NY** March 2023

* Transport blood from collection site to Red Cross laboratory
* Transport finished blood or blood products to hospital customers as routine or “stat” deliveries.
* Pick up empty boxes from hospitals, as necessary.
* Deliver supplies to blood collection sites as needed.