

SAMER Y. ALAYAN  
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+961 76 659 757

## SKILLS

**Leadership, Management, Team Building, Training & Development, Problem Solving, High Networking and Communication Skills, Customer Service, Retail & Store Management, Sensitive to Cultural Differences.**

## EXPERIENCE

### **Operations Manager | Blessing Chocolate & gift Items | Sultanate of Oman | 2016 – Present**

Maintain staff by orienting, training, coaching, & disciplining employees; planning, monitoring, & appraising job results.

Design & implement a strategic business plan that expands company's customer base.

Determining marketing strategy changes by reviewing operating & financial statements & Departmental sales records.

Implementing a high standard of customer focus within the company.

Identifying current & future customer requirements by establishing rapport with potential & actual customers.

Achieve targets, oversee the sales process at each stage from quote to fulfillment & follow up.

Prospect new clients and follow up on leads generated through various sales & distribution channels.

Ensure accurate stock merchandise & management within the company.

Execute price revisions within the store.

Ensure that operations are in compliance with the company policy for employment and state laws, including wage, hour, & human rights.

## OBJECTIVE

**To obtain a challenging position in a reputed company and a high-quality business environment where I can apply and enhance my skills in a continually growing & friendly atmosphere.**



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Samir Alayan

**Branch Manager | Patchi | Saudi Arabia | 2012 – 2016**

Recognizing achievements & encouraging excellence in the work environment.

Developing and implementing sales plans.

Interacting with customers on a regular basis to ensure satisfaction and gain feedback.

Managing budgets, drafting forecasts, allocating branch funds, and defining financial objectives.

**Executive Floor Supervisor, Hospitality | Intercontinental  
Phoenicia | Lebanon | 2009 – 2012**

Club Lounge – Food & Beverages

Supervising & Managing the Executive Floor Team

Socializing & building relations with clients

**Others**

Navision & Penny-gone (POS Software)

Opera (Hotel Management System)

Micros (Outlet Operations System)

Oracle (Stock Operation System)

Boecker (Hygiene & Public Health Courses)

Barista, Bar, and F&B Experience

**Languages: French, English, & Arabic**

**EDUCATION**

**BA in Hospitality Management | 2008 | Lebanese  
University**

**MBA in Hospitality Management | Current**