

GEORGES TONI NICOLAS

Retail Branch Manager



Biakout, Lebanon
1201, El Metn



24.04.1993



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SOCIAL MEDIA



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Lebanon



Georges Nicolas

PROFILE

Skilled manager with a demonstrated history of working in the retail industry.

Experienced in training, recruiting, customer service, negotiating, sales and management.

Strong professional with a Bachelor degree emphasized in Business Management from the University of AKU.

Obtained an online specialization certification in Project Management from University of California, Irvine and an online specialization certification in Business English Communication Skills from the University of Washington issued by Coursera.

EDUCATION

08.2020 - 08.2020

University of Washington

Online specialization certification in Business English Communication Skills, issued by Coursera

06.2020 - 07.2020

University of California, Irvine

Online specialization certification in Project Management, issued by Coursera

10.2013 - 06.2017

University of AKU

Bachelor Degree in Business Management

10.2011 - 07.2012

Lycee Officiel Dbayeh

Lebanese Baccalaureate 2 in Sociology and Economics

EXPERIENCE

01.2013 - present

Rectangle Jaune

Retail Branch Manager

- Preparing Trial balance, consignments/returns, inventory, statement reports, analysis of all sell in and sell out data.
- Screening and taking decision regarding the employment of candidates that will be working as my subordinates.
- Authored training manuals for all new employees in Sales, Customer services, P.O.S systems.
- Organized forms, filed records and prepared correspondence and reports, preparing weekly sales reports.
- Ensuring that all staff treat customers in a friendly and polite manner and do everything in their power to exceed a customer's expectations.
- Recording and analyzing data from customer complaints to identify recurring problems and limit repeated complaints also collecting data from new customers using CRM system to ensure customer loyalty and repeated visits.

09.2016 - 05.2018

Private Teacher

Private Teacher- Full Agenda

- Allocate and grade homework, assignments, and tests.
- Develop and issue educational content including notes, tests, and assignments.
- Deliver personalized instruction to each student by encouraging interactive learning.
- Planning, preparing and delivering instructional activities that create an environment where children are actively engaged in the learning experience.

01.2012 - 12.2012

Ice Bass Company

Customer Service Specialist

- Develop and implement standards for ensuring customer satisfaction, dependence, and product/service patronage.
- Utilize CRM tools in monitoring performance, managing reports and identifying new business opportunities.
- Contact clients via calls, emails, or meetings to ensure they are satisfied with purchased products/services.

04.2011 - 11.2011

Big Star

Senior Sales Executive

- Managing cash and payment system, credit/debit cards transactions in accordance with company procedures and policies.
- Processing returns and refunds as required in line with company procedures.
- Using stock management system to log, check, locate and move stock both in and out of the store.

LANGUAGES

English	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
French	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Arabic	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>

CERTIFICATIONS

- Initiating And Planning Projects.
- Budgeting and Scheduling Projects.
- Managing Project Risks and Changes.
- Project Management Project.
- Business English: Networking.
- Business English: Meetings.
- Business English: Planning and Negotiating.
- Business English: Making Presentations.
- Business English: Capstone Project.

PERSONALITY

✓ Team Work	✓ Adaptability
✓ Creativity	✓ Organized
✓ Work Ethic	✓ Problem Solving
✓ Communication	✓ Negotiation
✓ Time Management	✓ Initiative

SOFTWARE SKILLS

Microsoft Excel	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Microsoft Outlook	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Microsoft Office	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
POS System	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
CRM	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Dolphin System	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>

HOBBY



Hiking



Cooking



Camping



History