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Professional Experience:

■ FOOTLOCKER DAREEN INTERNATIONAL -ALSHAYA GROUP 2014 till Present **Assistant Store Manager**

- Training, supervising and appraising staff
- Managing budgets
- Maintaining statistical and financial records
- Dealing with customer queries and complaints
- Overseeing pricing and stock control
- Maximising profitability and meeting sales targets, including motivating staff to do so
- Ensuring compliance with health and safety legislation and Alshaya Audit checklist
- Preparing promotional materials and displays
- Liaising with head office
- Ensuring store maintenance
- Maintaining all store based Admin work

■ GAP AZADEA 2013-2014 **Visual Merchandiser**

- Displaying merchandise in a way that attracts target audience
- Working with other members of the team, to develop themes and colour schemes for displays events, sales and special promotions
- Developing floor plans, making the most of the space available
- Taking direction from brand team on corporate schemes and brand VM updates when appropriate.
- Preparing visual merchandising packs

■ VERO MODA BESTSELLER 2012-2013 **Cashier/Manager in training**

- Manage transactions, Collect payments with customers using cash registers
- Scan goods and ensure pricing is accurate
- Issue receipts, refunds, change or tickets
- Redeem stamps and coupons
- Cross-sell products and introduce new ones
- Resolve customer complaints, guide them and provide relevant information
- Greet customers when entering or leaving the store
- Maintain clean and tidy checkout areas
- Track transactions on balance sheets and report any discrepancies
- Handle merchandise returns and exchanges

Education:

- Marketing and Graphic Design A.K.U. 2018
- Graphic Design U.S.E.K. 2013
- Lebanese Baccalaureate Diploma: Economics and Sociology

Softwares:

Photoshop	<div><div></div></div>
Illustrator	<div><div></div></div>
Flash	<div><div></div></div>
After Effects	<div><div></div></div>
Excel	<div><div></div></div>
PowerPoint	<div><div></div></div>

Trainings:

- Grow with us programme 2019
- Effective communication skills 2014
- Exceptional customer service 2014
- ADOS formation (Autism Diagnostic Observation Schedule) 2012

Volunteer work:

- Lebanese Red Cross section Antélias
- S.E.F. Zalka
- Lebanese Scout Section SVP Bourj Hamoud

Languages:

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

Hobbies:

- Painting
- Animal care
- Researching
- Camping