

Ghazal El Zein

Mobile: +961 70 752881 Email: ghazal.zein@live.com
Beirut, Hadi Nasrallah Street

OBJECTIVE

To secure a challenging position at your reputable organization and expand my learning, knowledge and skills while making a significant contribution to the success of the company.

EDUCATION

2011–2015	Arab Open University (AOU) Bachelor Degree in Management	Tayouneh, Lebanon
2008–2011	Zahia Salman Official School Lebanese Baccalaureate in Socio-economics	Jnah, Lebanon

WORK EXPERIENCE

- | | | |
|---------------------|---|----------------|
| • Nov 2017– Present | Moustache Group
Position: Executive Assistant | Hamra, Lebanon |
|---------------------|---|----------------|

Key Responsibilities

- Answering phones and routing calls to the correct person or taking messages.
- Filling and retrieving corporate records, documents, and reports.
- Greeting visitors and deciding if they should be able to meet with executives.
- Scheduling and organizing the meetings of the executives.
- Prepare the needed documents for the renewal of passports (Lebanese and foreign), housemaids' work and residency permits and visas.
- Customer Service, listen to customers inquiries or complaints and solve them accordingly.
- Communicate with customers through Facebook page and make online orders.
- Using various software, including word processing, excel, HR system.
- Helping recruiting department in browsing CVs and selection.
- Reading and analyzing incoming memos, submissions and distributing them as needed.
- Making travel arrangements for executives.
- Coordinate with hotels for rooms booking.
- Opening, sorting and distributing incoming faxes, emails and other correspondence.
- Provide general administrative support.

- | | | |
|----------------------|--|-----------------------|
| • Jan 2017– Aug 2017 | Azadea Group– Uterque
Position: Shop Manager | Beirut Souks, Lebanon |
|----------------------|--|-----------------------|

Key Responsibilities

- Detect, anticipate and provide regular feedbacks on customers' needs, markets trends and competitors activities affecting the region/ market.
- Greet customers, offer assistance and serve them in order to ensure their needs and complaints are answered in a timely manner with quality and customer service standards creating customer loyalty and portfolio.
- Ensure a smooth and efficient receiving process of items/shipments as well as monitor all kind of inventory activities such as cycle counts and stock movements including transfers between shops, transfers to/from warehouse, damaged items, and devolution.
- Analyze hourly/daily/weekly sales performance, monitor selling items, missing sizes/ items and collection rotation (in coordination with brand manager and visual merchandiser) in order to identify replenishment needs, place accurate orders, meet stock performance objectives and maximize sales and sellout.
- Prepare staff schedule based on budgeted hours and/ or visitors' traffic, daily sales targets, events operational needs (including shipments, stock count, sale, etc.) as well as ensure the effective communication of sales plans and set daily and hourly targets to the Shop/Department team.
- Recruit, train, motivate and evaluate team members to ensure that they have the necessary skill base and required image and that they are optimally enabled to maximize their potential and contribution to the company; conduct daily Japanese meetings to keep the staff informed and engaged.

- Log/update all commercial and operational information as well as various requests on the provided platforms in a timely and accurate manner.
- Manage annual allocated budget by monitoring expenditure up to set limits, optimizing and reducing costs where possible and reporting variances versus budget.
- Oversee the shop's image and ensure its compliance with the brand's standards, verify and follow up on the cleanliness, display and maintenance of the shop including the window, cash and stock room.

- | | | |
|---------------------------------|--|------------------------------|
| • May 2014 – Jan 2017 | Azadea Group – Marella
Position: Assistant Manager | Beirut Souks, Lebanon |
| • August 2009 – May 2014 | Virgin Megastores of Lebanon
Position: Senior Sales Associate in the General Merchandising department | Hamra, Lebanon |

CERTIFICATES

- | | |
|--------------------|---|
| • October 3, 2012 | Advanced Successful Selling Skills |
| • May 21, 2013 | Best Strategies for Motivating Employees |
| • June 6, 2015 | Intermediate Excel course at Formatech |
| • October 30, 2015 | Advanced Excel course at Formatech |

TRAININGS

- Exceptional Customer Service.
- Effective Communication Skills.
- Advanced Communication Skills.
- Building Rapport.
- Time Management.
- Conflict Management.
- Problem solving and decision-making.
- Coaching for success.
- Train the trainer.
- Retail Analysis.
- Finance.
- Fundamentals of HR.
- Fundamentals of Leadership.
- Loss Prevention.
- Product Knowledge.

SKILLS

Personal Skills:

- Multi-task oriented, able to meet deadlines
- Supportive and committed team member
- A team leader and a reliable team member
- A fast learner

Computer Skills:

- Internet browsing
- Microsoft Office: Word, Excel, Power Point

LANGUAGES

- Arabic (Proficient: Written, Spoken)
- English (Proficient: Written, Spoken)

REFERENCES

Available upon request