


**Mohammed Ali Tawil**  
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 Mohamed-Ali Tawil

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**Professional Summary:**

I have more than 10 years of experience in the fields of retail and hospitality management. I have organized workshops and trained employees in Lebanon, Jordan, Kuwait and Egypt. I have a keen knowledge in customer service, sales, auditing and loss prevention.

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**Education:**

**Superior Technician Diploma** T.S of Hospitality Management from the Lebanese Vocational Institute-Beirut **2008**

**Technical Baccalaureate Diploma** B.T of Hospitality Management from CIS College-Beirut **2005**

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**Professional Experience:**

**Victoria's Secret Full Assortment/Alshaya Group Lebanon      Oct 2015 – present**  
**Sales Manager**

- Gain business insight to develop and execute short term plans and long term strategies that improve results.
- Conduct customer sales leadership whenever needed, manage and resolve customer relations issue.
- Own talent management lifecycle including onboarding, assessment, retention, career development, succession planning and recognition.
- Prepare weekly and monthly feedbacks and reports.
- Prepare stock takes strategies, plans, and schedule accordingly.
- Do merchandises transfers In/Out the Store and the warehouse.

**Victoria's Secret Full Assortment/Alshaya Group Lebanon      Jan 2014 – Sep 2015**  
**Assistant Store Manager**

- Conduct customer sales leadership and help the team to accomplish their duties and reach the sales targets.

**Four points by Sheraton Le Verdun /Starwood Hotels Beirut Jan 2011 – Dec 2013**  
**Duty Manager**

- Responsible for front office operations during the absence of Front Office Manager (HO).
- Answer guests inquiries, handles complaints and attend to the needs of the guests.
- Authorize charges to be made for late departures and/or compliments on them.
- Promote and maintain good public relations.

**Byblos Institute** **Jan 2011 – Dec 2013**  
**Instructor of Accounting Management and Mathematics**

- Coached Technical Baccalaureate students in French and English.

<b>Hazmieh Rotana Hotel Beirut</b>	<b>May 2010 – Jan 2011</b>
<b>Income Auditor</b>	

- Compile Daily revenue report using Opera and Micros reports.
- Audit Front Desk postings, miscellaneous charges, rebates and paid-out charges.

**Safir Heliopolitan 5 Star Hotel Beirut** **March 2009 – April 2010**  
**Night Auditor**

- Verify all accounts postings and balances.
- Verify that room rates are correct and posts those rates to guest accounts.
- Able to function as a front desk agent especially in terms of check-in and check-out procedures.

## Languages

Fluent in Arabic, English and French

### Computer Skills:

Retail industry systems: Ares POS, FOKO  
Hospitality industry systems: Opera, Fidelio, Micros, Sun  
Microsoft Office

## Hobbies

Internet researches, swimming and exploring new places.

## Reference

References are available Upon Request.