



REMI NAJJAR



BAABDA, LEBANON



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PERSONAL STATEMENT

With my experience in sales and marketing management, I strive to achieve the highest standard possible at any project. My strength lies in being a fast learner, having strong communication skills and always aiming higher.

CERTIFICATES

Being a fair and caring manager

Track Learning Solutions | 2018

Navigating your own emotions

Track Learning Solutions | 2018

Establishing an engaged workforce

Track Learning Solutions | 2018

Keeping top performers challenged

Track Learning Solutions | 2018

Managing motivation during organizational change

Track Learning Solutions | 2018

Dealing with difficult people

Track Learning Solutions | 2018

Detecting and dealing with performance problems

Track Learning Solutions | 2018

Managing employees' development

Track Learning Solutions | 2018

Preventing unhealthy workplace conflict

Track Learning Solutions | 2018

Making feedback a regular occurrence

Track Learning Solutions | 2018

Train the Trainer (TTT)

Training and Development Department, AZADEA Group | 2018

Managerial Development Program (MDP)

Phi Management | 2017

English for Business (Level 5) - 97.3% score

American Language Center | 2017

EMPLOYMENT HISTORY

Retail Sales Manager "Grade 9/10"

Decathlon - AZADEA Group | Sep 2017 - Present

Sales management:

- Set targets and create strategies to reach them.
- Develop a commercial policy, a seasonal layout plan in addition to annual timetables for commercial and digital campaigns.
- Manage seasonal and ad-hoc projects, making sure that the objective of each project is met in a timely manner.
- Study KPIs and make sure each of them is achieved.

Marketing Management:

- Planning, executing and managing marketing campaigns in cooperation with the company's marketing department, using many elements of the marketing mix such as events, social media calendar planning, in store and external activation, sponsorship and liaising with brand ambassadors and public figures.
- Plan and execute merchandise order claims following thorough market analysis of present and future market needs.

Human Resources Management:

- Conduct coaching sessions with team members based on their own personal development plans and potential.
- Conduct soft and technical skills training sessions for the junior management and sales associates team.
- Conduct a monthly general meeting for over 60 employees.

Project Management:

- Conduct and manage local sports projects by meeting with leading prospects in order to study their needs and provide them with personalized consultancy on equipment needed for each activity.
- Plan and conduct inventories, from training the team, controlling the data processing, creating the floor inventory map to sending the final data after studying it.
- Plan and conduct the sale phase every season, from choosing the adequate date, items to controlling its sell through in order to achieve the highest result from it.

Retail Sales Specialist "Grade 6/10"

Decathlon - AZADEA Group | Aug 2014 - Aug 2017

- Interview and train staff such as customer service associates, clerks and cashiers.
- Provide staff with product knowledge.
- Motivate sales clerks to meet or exceed sales goals.
- Prepare the staff schedule.
- Place orders with vendors and wholesalers.
- Assign staff to specific projects such as conducting inventories and restocking.
- Notify staff of new procedures or policies.
- Greet customers and ensure that they are served by the shop staff in a timely manner and in compliance with quality and customer service standards.
- Control the preparation of cash money, electronic card slips, discounts and VAT vouchers in coordination with the cashiers, and ensure their delivery to the accounting department in compliance with company policies and security standards.

SKILLS

Soft Skills:

- Emotional Intelligence.
- Work well under pressure.
- Exceptional customer service.
- Body Language
- Advanced relationship building and communication.
- Project Management.
- Conflict Resolution.
- Feeding forward.

Technical Skills:

- Loss and prevention
- Logistics
- Orientation
- Performance management

Technical skills mentioned above were acquired throughout training provided by the Training and Development Department of AZADEA group.

Computer Skills:

- Adobe Photoshop
- Moviemaker
- Adobe Premiere
- Adobe professional (Advanced)
- Microsoft Office Suite

Languages:

- English
 - French
 - Arabic
- (read, written and spoken fluently)

INTERESTS AND HOBBIES

- Motivational Speaking
- Coaching
- Photography
- Technology
- Market Analysis
- Event planning
- Music
- Martial Arts

Store Manager

Class Sport Baabda | Jun 2011 - Aug 2014

- Manage retail staff, including cashiers and people working on the floor.
- Meet financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances and initiating corrective actions.
- Ensure pricing is correct.
- Work on store displays.
- Coach, counsel, train, and discipline employees.
- Ensure merchandise is clean and ready to be displayed.
- Ensure promotions are accurate and merchandised to the company's standards.
- Monitor local competitors.
- Maintain store's cleanliness and health and safety measures.
- Preside over staff meetings.
- Help retail sales staff achieve sales targets.
- Manage different departments within the store.
- Handle customer questions, complaints and issues.

Freelance Mystery Shopper

GWR Consulting | Oct 2013 - May 2014

- Interact with client company's employees and make purchases.
- Write and file reports about the experience and service provided.

ACADEMIC BACKGROUND

BBA in Marketing Management

Antonine University | Class of 2014

Ranked amongst the top 5%.

High School

Collège Elysée | Class of 2010

Lebanese Baccalaureate in Science (with honors)

Middle School

Collège Notre Dame de Jamhour | 1998 - 2009

VOLUNTEER WORK

Ain El Mreisseh Beach Clean

LIVE LOVE BEIRUT | 2018

Environthon at Sanayeh Garden

AZADEA FOUNDATION | 2017