

Alya Al-Arab

Date of Birth :24 / 11 / 1995

Nationality: Lebanese

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WORK EXPERIENCE

- **June 2017- October 2018**

Sales associate

ABC Store; Home ware Department

- ✓ Providing good customer service and handling clients in a professional manner
- ✓ Dealing with customer
- ✓ Processing customer orders, calling clientele
- ✓ Having product knowledge, being up to date with products developments
- ✓ Attending sales meetings and training
- ✓ Doing transfer to other branches and changing prices
- ✓ Achieving a monthly target
- ✓ Pushing promotions and providing information
- ✓ Handling complaints from customers

- **June 2015**

Marketing and advertising trainee

Softweb; Adliyah

- ✓ Community management
- ✓ Social media advertising
- ✓ Research for online marketing
- ✓ Digital ads management

- **June 2014**

Sales associate trainee

Abed Tahan; Mazeraa

- ✓ Handling client
- ✓ Processing customers' orders
- ✓ Product knowledge

- **Volunteer At Lebanese Red Cross Since 2015**

- Team Leader

- Training attended:

- ✓ First Aid
 - ✓ First Responder
 - ✓ Emergency Medical Technique B
 - ✓ First Arriving Team
 - ✓ Warehouse Management

ACHIEVEMENTS

Selected as employee of the month

2018

EDUCATION

- **Saint Joseph University, Institut de gestion et des entreprises Mar roukoz, Lebanon**
Bachelor degree in marketing and advertising 2014 – 2019
 - **College Saint Francois Beirut, Lebanon**
Baccalaureate II in Socioeconomic 2011 - 2014
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SKILLS

- Microsoft Office
- Social Media
- Communication
- Monitoring

Language

English (Full professional proficiency)

Arabic (Native professional proficiency)

French (Full professional proficiency)