

Salah Mniemneh

Nationality: Lebanese | +96170799917 | Mniemnehsalah@gmail.com | Beirut, Lebanon

Education:

American University Of Science And Technology (AUST)
Marketing & Advertising (BA)

Beirut, Lebanon | Sep 2016-Jun 2019

Work Experience:

ABC

(Number one department store in Lebanon)

Junior sales & Champion

Beirut, Lebanon | Jan 2017- Present

- Maintaining strong customer relationship to ensure after sales loyalty.
- Consulting clients on the best product that fits their needs.
- Assisting action plans for brands achieving below target.
- Introducing clients to our services and brand names.
- Ensuring that the team is being proactive with day to day requirements and client transaction processing.
- Helping the management in creating a loyalty program to increase customer loyalty.
- **Achievements:**
 - . Overachieving in 3 quarters in a row with an average of 35%.
 - . Increasing sales by increasing the average ticket and the average number of transaction for 6 low performing brands.
 - . Managing a team of 8 people by creating a protective system.

ABC

Marketing Intern

Beirut, Lebanon | Jun 2019- Aug 2019

- Liaised with the marketing team to optimize the listings exposure.
- Rotated in different departments to understand the marketing sector and operations.
- Assisted various teams and learned to effectively work in different functions.
- **Achievement:** Constructed an excel form that's being implemented by the leasing team to track down the customers.

MTC TOUCH

(Leading mobile telecommunication and data operator in Lebanon)

Telemarketing

Beirut, Lebanon | Aug 2016- Jan 2017

- Influenced customers on trying new bundles that meets with their needs.

- Assisted customer by helping them with their problems.
- **Achievement:** Upselling more than 25% of customers from basic bundles to premium bundles.

Languages and Skills:

- Languages: Fluent English, Arabic, Basic French.
- Analyze numbers and coming up with action plans.
- Negotiation skills.
- Solution and result oriented.
- One of my key strengths is communication.
- Building strong relationships with clients in order to deliver the best results and create a strong network.
- Digital marketing: Promotions, Post engagement, Ads strategy (Facebook, Twitter, Instagram).

Trainings and Certificates:

- Effective communication (ABC's Training department).
- Selling techniques (ABC's Training department).
- Customer Service (ABC's Training department).
- Retail analysis (ABC's Training department).
- Microsoft word, excels, PowerPoint (ICDL certificated).
- Intro to digital marketing (online course from Udemy).

Side Activities:

- Sports.
- Travel.
- Fundraise.
- Volunteered at The Lebanese Red Cross: Participated in organizing awareness campaigns and events.

