

Sanaa Al Hakim

Misherfy-Aley-Lebanon

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Objective

To obtain a position that will utilize my skills to create a successful work environment, I am ready to work under pressure for a full time job

Experience

Monoprix, (2014-present)

Supervisor customer service

- Handling customer's complaints
- Delivery orders
- Loyalty application program
- Handle returns damaged items & exchange coupons as per company policy
- Closing monthly employees attendance
- Contact Hr dep for any employees needs or issues

Monoprix , (2014)

Supervisor Front –end

Responsible for cashiers schedule, refunds and returns, solving client's issues

Transmed S.A.L Company -Downtown, Souk Beirut (2014)

Merchandiser

Responsibilities

- Organizing the products of the company according to planogram
- Advertising for the products
- Checking the availability of the products
- Checking the pricing and expiry .

The Sultan Centre Retail Lebanon TSC, (2007 – 2014)

Supervisor Front –end

Cash office personal

Responsibilities:

- Receiving the money from the cashiers
- Accountable for managing distributing and securing the funds of the store
- Delivering money to bank

Customer service

Promoted to a customer service advisor in the same company

Responsibilities:

- Customer complains
- Refunds and returns
- Greet and assist guests with all their needs & queries

Cashier**Responsibilities:**

- Responsible for the cash counter
- Contact with customers
- Balance cash drawer by counting money at the beginning & end of shift .

Education

2006-2009	Bir Hassan Institute TS3 in communication and networking
2005	Majdelbaana Official High School Bacc 2 in economics and sociology
2016	Mira institute Sessions in make up

Skills

Computer skills	Word	Excel	PowerPoint
Microsoft office	Very good	Very good	Very good
Languages	Arabic	English	French
	Native	Very good	Good

Additional Information & Interests

Makeup artist (my own free work), Travelling, reading, shopping, Internet

References

Available upon your request: sanaa-hakim@live.com