

Jihad Yaghmour

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Nationality | Lebanese

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D.O.B | 22-05-1996



Experience

Ishtari Online Shopping | Lebanon



Website in the ecommerce business in Lebanon since 2014... with more than 100,000 customers and 20,000 products.

PR & Supply chain Manager – August 2017 to Present

- Followed trends, analyzed current sales figures and analyzed the market to order new products and reorder products that are profitable
- Negotiated better deals from current Lebanese sellers and suppliers from China to save costs.
- Researched & networked with 100s of suppliers from China, placed orders, followed up with agents, controlled quality and arranged shipping of the items to Lebanon.
- Followed up with the logistics until those products are distributed to our warehouse, labeled and live on our website.
- Reached out to Lebanese businesses and negotiated deals to sign them up so they can sell their products on our online platform.
- Signed up 10s of Lebanese sellers from different industries to use our platform. Those sellers are still generating 5 figures monthly.
- Setup processes that involved more than 20 employees from different departments from getting items from local sellers until items are delivered to customers. This involved multiple logistics and IT systems.

Complaints Officer – September 2016 to August 2017

- Handled customer inquiries, complaints, billing questions and payment requests.
- Managed upset customers, conflicts and challenging situations.
- Delivered outstanding service, took ideal decisions.
- Solved problems creatively and used tact and diplomacy to achieve win-win outcomes.
- Resolved an average of 60 inquiries daily and consistently.
- Contributed to decrease the number of returned orders/ items by 30% in 2018.

A company which leads in a 1 billion dollars sneakers software industry, based in the US, serves thousands of customers around the world.

Customer Service Agent – September 2015 to June 2016

- Research, diagnose, troubleshoot and identify solutions to resolve customer issues.
- Provide prompt and accurate feedback to customers.
- Ensure proper recording and closure of all issues.
- Was a key point of contact for both prospective and current clients



Certification



International computer driving license ICDL
2017



Education

Beirut Arab University

Masters of Business Administration

2019

Bachelor of Business Administration with a Concentration in Management

2017



Language Skills: Fluent in English and Arabic