

Samer El Chami

D.O.B:22/4/1997

Objective:

A highly motivated workforce seeking enhancements and continuous new challenges, where I can use my acquired knowledge to contribute positively to an organization. In which I like to develop my skills and knowledge nurtured to help any organization I am working within to be in a better position among its competitors.

Professional Experience

Company: ABC S.A.L.
Department: Retail and Operations
Position: Operations Merchandiser
Tenure: February 2019 – Present

Responsibilities & Achievements

- Strong sense of creativity and imagination.
- Fashion flair and detail oriented.
- Ability to cope with pressure.
- Maintain visual image between departments in store.
- Maintaining and adapting to the surrounding standards and code of conduct.
- Accurate usage of tools: MMS and POS.
- Inform and coordinate through emails to direct managers and VM team on the new collection or/and the products arrivals in the department.
- Coordinate directly with the VM team once the display stock received by the sales team, demonstrate the merchandise accordingly to increase the sales of the department.
- Follow up on the department display (Tables,shelves,and fixtures) based on standards from the brands abroad worldwide.
- Maintain accurately the department merchandising standards to remain the overall appearance as per the guidelines and standards.
- Display new products arrivals in the cold zones.
- Replace the sale items accessible only on racks.
- Monitor, access and remove items from the podiums and windows areas and replace immediately the removable merchandise.
- Monitor items price list, change the price in case the item is not similar to the previous one.

Company: ABC S.A.L
Department: Retail and training
Position: Sales Associate and training champion (Verdun Men
Department stores).
Tenure: July 2017 till February 2019

Responsibilities & Achievements

- Experience in Microsoft office applications, competent in basic computer tools and applications.
- Champion (Offers A-Z trainings for the ABC new joiners.)
- Provide constructive feedback during probation periods of new joiner staff within the first three months.
- Offer highly competitive standards, self-starter who is organized disciplined and goal oriented, leading staff to represent ABC in their next journey according to standards. (work ethics)
- Welcome the challenges of solving problems and struggles.
- Welcoming employees aboard after being recruited from the Human resources Department.
- Ability to work with people from diverse backgrounds (teamwork).
- Always stay alert, in order to identify security risks and thefts and handle such situation in order to minimize loss.
- Excellent customer conflicts skills (listening skills).
- Flexible, energetic with outgoing personality (Flexibility).
- Result-oriented being updated to the latest selling techniques and giving it to new team members.
- competent in written and verbal communication.
- New joiners Employee training program (Training Champion certification program at ABC).
- Customer service and building strong relationships.

Company: ABC S.A.L.
Department: Retail
Position: Sales associate (Men department store Ashrafieh)
Tenure: November 2016- July 2017

Responsibilities and Achievements:

- Handled several brands on the men department floor, being responsible for the organization of floor replenishment and monthly target related to each brand.
- Acquire extensive knowledge on brands, collection and trends.
- Cross sell between departments in stores and/or other locations.
- Achieve the individual and department monthly sales target.
- Ensure a proper replenishment of merchandise.
- Follow up with customers and update the database.
- Handle the department housecleaning.
- Complete efficient and accurate transfers.
- Handle proper alterations as per tailoring standards.
- Excellent customer conflicts skills (listening skills).

Languages

- Native Arabic.
- Fluent written and spoken English.
- Starter level French.

General Profile

- Achieved 110% of the annual sales target. (3 consecutive years)
- Team player and proactive.
- Excellent public speaking skills leading teams in store conferences and huddles.
- Strong selling and customer service skills. (Cross selling, up selling and link selling).
- Champion (Offers A-Z trainings for the ABC new joiners.)
- Achieving every individual and department monthly sales target.
- Marketing Consumer Behavior project with (Anghami) at the Lebanese American University.
- E-Marketing project conducted on a Lebanese Café (House of Music HQ)
- Marketing research project with (Alexa's) impact on human interaction.
- Marketing strategy project for (Veet) products at the Lebanese American University.

Education

- Business-Marketing Graduate at The Lebanese American University (Beirut) (School of 2019).
- Bachelor graduate of SABIS Chouaifat Schools (Kingdom of Saudi Arabia, Riyadh) (School of 2015).