

# ABED SAATI

## PERSONAL DETAILS

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NATIONALITY : LEBANESE  
DATE OF BIRTH : 22/12/1985  
MARITAL STATUS : MARRIED  
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## CAREER OBJECTIVE

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My aim is to build a career by being a part of a team in a well-known organization where I can pursue my goals to reach managerial positions where I can contribute positively to the firm growth and prosperity given my education and knowledge in this field, in addition to my various skills and professional experience.

## EDUCATION

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- 2014      **B.S in Business Management**  
Arab Open University, Lebanon,
- B.S in Business Management**  
Arab Open University, United Kingdom.
- 2005      **Lebanese Official Bacc. II Economics**  
Ras Al Nabeaa High School- Beirut, Lebanon

## WORK EXPERIENCE

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**December 2018- Now: Reception Manager, Honda-Tewtel Group, Beirut – Lebanon**

**Responsibilities:** Ensuring the highest level of customer care and satisfaction all the time. Liaise with the workshop and other departments to ensure every service or repair is efficient and carried out to highest standards. Maximize service profitability through the use of professional sales techniques. Expand customer awareness of all available retailer services. Responsibility of service advisors with respect to customer service performance. Proactive approach when dealing with customer complaints,

with ability to resolve discrepancies and issues appropriately. Responsible of all SRS airbag recalls vehicles recalled by HONDA Middle East.

**October 2015 – December 2018: Certified Service Advisor, Honda-Tewtel Group, Beirut - Lebanon**

**Responsibilities:** Technically competent, with ability to understand customer needs and requirements. Provide established standards of Customer Service through diagnostic ability, assessment of repairs/maintenance and most importantly quality customer care. Analytical, communication and interpersonal skills with administrative competence vital for this role. Advise customers on the required jobs in a timely, professional manner. Selling value added services, service contracts and accessories.

**Achievements:** Training Certificate from Honda Middle East & Africa in Dubai achieved in year 2017, Certified Honda Service Advisor.

**June 2013 – October 2015: Sales Supervisor, Fakhoury Motors, Beirut Lebanon**

**Responsibilities:** Ensuring consistent high Training, direct sales with the customers, customer service and after sale, determining each customer vehicle needs by asking questions and listening, demonstrate vehicles, report to vehicle Sales Director regarding objectives and planned activities, understand the terminology of the automobile business and keep abreast of technological changes in the product, attend Management meeting and deliver the training offered by the dealership to the sales crew, communicate with the departments to ensure that all vehicles are reconditioned as expected and on schedule to meet up all expectations.

**July 2006- May 2013: Store Manager, Mira B. S.A.L, RadioShack Retail Store, Beirut Lebanon**

**Responsibilities:** Store management, store performance evaluation on weekly bases, customer relationship management, items pricing appraisal, competitors monitoring, direct sales with the customers, customer service and after sale, store accounting and POS, staff attendance management, internal follow up with management and operations department, follow-up of new trainees and assure their product knowledge, weekly Staff and store reports, stock management, money transfer arrangements, email correspondence, various section duties and responsibilities such as Pricing, Merchandising, Organizing, Displaying, Refilling sections and Ordering.

**Achievements:** Training Certificate achieved in year 2006, Certificate for being No.1 Sales maker for the month of March 2007, Certificate of Appreciation towards being the best Assistant Store Manager in Hamra branch for the year 2009, Certificate of appreciation to Hamra branch for having the Best store performance for August 2010, Certificate of appreciation in recognition of after sales service for being the best store manager for the year 2011, in addition to achieving the yearly sales target and an increase of 45% growth from previous year.

**June 2004- March 2006: Lena's Gift Corporation, at Spinneys –Jnah, Lebanon**

**Responsibilities:** Selling classic and modern watches, customer service, order, and inventory checkup.

**Achievements:** Number 1 sales person for 8 consecutive month, gaining experience in customer service, customer relationship, consumer behavior, and developing communication skills.

**January 2004- May 2004: Carina Exchange, Mazraa, Beirut**

**Responsibilities:** Selling and trading all money currencies upon financial rates.

**April 2003- October 2003: Pineland resort and Country Club**

**Responsibilities:** As a marketing and public relation employee at specific locations such as Geitta Grotto, Riolento, and Biel.

**July 2002- October 2002: Bon Coin Wedding Dresses**

**Responsibilities:** As a wedding dresses consultant assistant, Measure customers and recommend which size to order based on their body measurements, fit of the dress, and potential alteration requirements, Assist with the opening and closing of the store, Follow up on current clients as well as leads generated from various sources, enter special-order dresses into computerized order system.

## SKILLS

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Achieving store targets, cutting expenses and maximizing profits

Developing trainees' knowledge of company policies, duties and product knowledge.

Setting attendance schedules and allocating resources by tasks and duties

Working according to internal procedures and recommending changes based on staff distribution.

Conducting market research studies in order to identify new innovative products, client needs, and competitive analysis.

Merchandising ,suggesting retail prices, monitoring inventory and store items refill

Attended several seminars (International Accounting standards, Samsung, Brother, Global Blue Refund, etc...)

Proficient in operating all of: Microsoft Office (Word, Excel and PowerPoint), Outlook and Brains System.

Multilingual: English, Arabic

## PERSONAL QUALITIES

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- Judgment and decision making
- Able to work individually and in a team environment
- Leadership & Time Management Skills
- Active listening and critical thinking

- Excellent presentation and communication
  - Self-motivated, reliable and trustworthy
  - Experience in store management
  - Creating good customer and public relations
  - Tasks achievements and follow up
  - Patience, discipline and dedication
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## **INTERESTS**

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Research & Self Development/ Getting introduced to other cultures / Music/ Movies / Sports

## **REFERENCES**

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Available upon request