



# Mounir Fala

Assistant Floor Manager

"Empty your mind. Be shapeless and formless.. like water"~Bruce Lee.

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📅 07 March, 1989

👤 Mounir Fala

## WORK EXPERIENCE

### Assistant Floor Manager ABC s.a.l

08/2014 – 04/2020

Beirut, Lebanon

- Managed a team of 27 individuals. My duties were towards the ladies Shoes and Bags department containing 40 diverse brands, in addition to handling administrative tasks for the Household department. My role also included supervising over 45 tenant shops split in half between Jewelry and Cosmetic brands.
- Major tasks included Business Analysis, Dealings with buyers and Customer relationship management.
- Was granted 2 promotions in 2 years, making me one of the fastest to reach a managerial position in company history.
- Led the store meeting Power Point presentation 3 years in a row (2017 - 2019).
- Coached a team member and prepared him for the employee of the year presentation which granted him second place in 2018. In addition to guiding and providing feedbacks to other team members from different departments.
- Was selected to work as an internal Mystery Shopper for both retail and tenant sections in order to maintain the highest level of customer service.
- Digitized certain tasks to increase efficiency such as: "Transfers, work requests, Borrowed item lists and database lookup".
- Created detailed reports and schedule enhancements to provide the team with equal task assignments.
- Managed to increase the stockroom capacity by 15%.

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### Shop Manager The Couch Potato Blast

09/2011 – 04/2014

Beirut, Lebanon

- Managed store finances and prepared reports.
- Handled Inventory and data input for around 10000 item.
- Dealt with customers, suppliers and staff members.

### Shop Supervisor Arena

03/2010 – 10/2010

Beirut, Lebanon

- Handled store accounts and records for over 80 clients.
- Dealt with customers and suppliers.
- Prepared "end off week" reports.

### Usher / Guide American University of Beirut

01/2009 – 01/2010

Beirut, Lebanon

- Organized guide materials.
- Ushered 5 events and supervised a team during the process.
- Set schedules and provided tours to those who requested it.

## TECHNICAL SKILLS

Business Intelligence

MS Office

POS

Product Knowledge

Customer Needs Analysis

Customer Relationship Management

MMS

Calendar Management

Scheduling

Inventory Management

## SOFT SKILLS

Communication

Decision Making

Coaching

Customer Service

Problem Solving

Teamwork

Active Listening

Critical Thinking

Leadership

Public Speaking

Adaptability

Organization

Creativity

## EDUCATION

### Bachelor Degree in Business Economics Lebanese International University

09/2011 – 06/2014

Beirut, Lebanon

## CERTIFICATES

#### Basics "ABC s.a.l" (2014 – 2015)

These included company trainings in Selling Techniques, Communication, Customer service, Time Management and Retail Analysis

#### Assistant Floor Manager Program "Phi Management Group" (2016 – 2017)

This Program covered courses such as Communication Skills and Self Awareness to Creative Problem Solving, Managerial Skills and Financial Acumen

## HONOR AWARDS

#### Employee of the Quarter (01/2015 – 03/2015)

ABC s.a.l

#### Employee of the Quarter (10/2015 – 12/2015)

ABC s.a.l

#### Personal Development (04/2017)

Phi Management Group

– Grade 90/100

## WORK EXPERIENCE

### Data Entrist

American University of Beirut

02/2008 – 06/2008

- Data Entry for the Agriculture department.
- Filed and stored over 40 surveys.
- SPSS system Knowledge.

Beirut, Lebanon

## LANGUAGES

Arabic

*Native or Bilingual Proficiency*

English

*Full Professional Proficiency*

French

*Professional Working Proficiency*

Japanese

*Elementary Proficiency*

## INTERESTS



Knowledge



Technology



Basketball



Games in General



Media