

# Tamara Hamdan

📍 Beirut, Lebanon

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in Tamara-Hamdan

## Background

Professional sales consultant with over 8 years of experience in retail operations, sales strategies and customer service practices. Outgoing and detail-oriented, proficient at sales closure, working with teams, and maintaining professional relationships. Physically-fit; can work long hours, quick learner.

**Seeking a position to be part of an organization with an atmosphere suitable for growth and benefits.**

## Professional Experience

### Sales and customer management executive

#### ARAMEX

- Work with Smart sales team and Aramex stakeholders to create internal awareness of Smart solutions within Aramex teams and Aramex employees
- Work with business owner, product managers, sales team to define key objectives, targets & KPIs
- Assist new leads and discuss their business via meetings or phone calls.
- Follow up, quote and respond to all shipping requests (express, domestic and freight) ·
- Reporting: Present and share ideas, results and gaps analyses across teams
- Identify sales and business development opportunities to gain customers from various segments
- Monitor client receivables to assist the collection team, and ensure customers pay as per Aramex procedures.
- Ensure KPIs are met in terms of (targets, visits, opportunities, number of newly gained accounts)
- Developing subject matter expertise in assigned product categories and taking ownership of daily business administration on assigned accounts
- Having the ability to multi-task, prioritize and successfully meet several deadlines at once while maintaining attention to details

### Counter Supervisor

#### L'Oréal Luxe Group

2021-Present  
Beirut, Lebanon

Nov 2016-July 2021  
Beirut, Lebanon

- Supervised and walked the sales floor, proactively and reactively assisting customers with questions, concerns, and item purchases.
- Maintained up-to-date product knowledge and information on upcoming product releases.
- Guided customers on purchases based on interests, promotions, and other sales and preferential parameters.
- Performed general store upkeep during store hours and after closing, including cleaning messes, organizing shelves, and restocking items.
- Key Achievement  
Achieved a 98.5% customer feedback score upon the first month of work and maintained it for 3 years.

**BEAUTY ADVISOR**  
**Holdal Abou Adal**

Mars 2016 – Oct 2016  
Beirut, Lebanon

- Cross-sell beauty products, when appropriate (e.g. serums, body lotions, and Makeup products).
- Identified customer needs and recommends cosmetics and skincare products based on their preferences.
- Ensured proper presentation of products on shelves.
- Advised customers on how to take care of their skin.

**Sales Assistant**  
**Beirut Rafic Hariri Airport (PAC)**

Jun 2011 – Feb 2016  
Beirut, Lebanon

- Maintained relationships with clients by providing support, information, and guidance.
- Managing stock levels and making key decisions about stock control.
- Organizing special promotions, displays, and events.

**Education**

2011 – 2016  
Beirut, Lebanon

**BA in Sciences – Information Technology Computing**  
*Arab Open University*

**Languages**

**English**

*Highly proficient in speaking and writing*

**French**

*Highly proficient in speaking and writing*

**Arabic**

*Native/Full working proficiency*

**Interests**

Sports  
Outdoor activities  
Travelling  
Animal lover

**Skills**

- Ability to operate POS
- Proactive; self-motivated attitude to help customers
- Computer skills in Microsoft Office
- Accurate with deadlines
- SAP experience
- CRM system experience
- Salesforce experience
- Handling phone calls with clients/customers
- B2C experience
- Proven sales personality; friendly, patient, persuasive, pleasant disposition, with a positive attitude
- Excellent communicator with great interpersonal skills
- Logistics, domestic, express and freight experience

**All references are available upon request.**