

## Hayrabed Soghomonian

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### Skills

Language:

- Armenian - Native
- Arabic - Native
- English - Advanced
- French- Intermediate

Technical:

- Microsoft Office
- Excel/Access Database
- SPSS
- Outlook

### Experience

July 2020 – present

Toters Delivery – *Operations Manager*

- Supporting the CEO or executive team's vision and process ideals.
- Ensuring drivers working on processes are happy and operating efficiently.
- Supporting all functions of the business to work together.
- Responsible for recruiting drivers on all covering zones
- Solving drivers issues efficiently and effectively
- Coordination with the stores in order for the orders to be delivered at a high standard
- Helping in adjusting the polygons in which the company delivers

2018 - 2020

Deek Duke Chicken Republic SAL – *Team Leader*

- Make menu recommendations, answer questions and share additional information with restaurant patrons, assign tasks, set schedules, monitor inventory, assign sections, greet customers, open and close store/cash and many more.
- Respond to customer feedback to ensure service recovery through clear direction to supervisors.
- Train and empower staff in the team to resolve customer concerns with the least amount of inconvenience.
- Implement actions from action plans to ensure that the highest level of customer service are maintained in line with departmental KPIs and customer promise.
- Up-sell additional product when appropriate.

2015-2018

Broody Group SAL, sports 4ever – *Store Manager*

- Deliver fantastic service to ensure high level of customer satisfaction.
- Make business procedures to draw in new clients, grow store traffic, and improve gainfulness.
- Contract, train, and administer new staff. React to client complaints and worries in an expert way.
- Develop and arrange promotional material and in-store displays. Prepare detailed reports on buying trends, client perquisites, and benefits.

- Guarantee store consistence with wellbeing and security guidelines.
- Monitor inventory levels and order new items. Handle the cash and arrange staff's weekly schedules.

#### **Internship experience**

June 15 – August 15 2019

**SGBL bank, Bourj Hammoud branch** – *Internship Program*

- Perform clerical duties, take memos, maintain files, and organize documents; photocopy, fax, etc. as needed.
- Take notes and memos during meetings; type documents, drafts, and reports; sort and manage files.
- Research and gather documentation on company position in the industry.
- Shadow multiple office positions and train in a variety of tasks.

#### **Education**

2016-2020

**Haigazian University** – *BA in business administration and economics*

2014-2015

**M. & H. Arslanian Djemaran College, Mezher** – *Lebanese baccalaureate (SE) and French baccalaureate (Literature).*