

Resume of Firas Koussan

Ras L Nabee-Beirut, Lebanon

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Objective

Committed and hardworking Manager with few years of experience processing transactions and assisting customers, looking for more and more experience everyday. Dedicated to resolving issues, answering customer questions and ringing up customers. Creative problem-solver versed in customer service. My short-term goal is to excel in every job I can possess while I'm young, and hopefully in the long run open up my own sports center that will develop young athletes and help give young athletes the chance to be seen.

Experience

PR & Social Media Manager At Gbrands Outlet-Tyre-Lebanon 11/2020-05/2021

- Handled customer service and assisted customers with orders on an online platform.
- Represented the company in addressing high profile clients such as celebrities or sponsors.
- Assisting customers in store to find their desired item and add their personal information to the company's database to increase customer involvement in day-to-day update.
- In charge of the company's Instagram profile, from uploading posts and stories about Grands' items and available promotions, to replying to customers' messages and requests plus getting as much professional exposure as possible.

Waiter At Le Sushi Bar-Beirut-Lebanon 09/2019-06/2020

- Maintained table settings by removing courses, replacing utensils and refilling beverages promptly and courteously.
- Maintained customer satisfaction with timely table check-ins to assess food and beverage needs.
- Shared knowledge of menu items and flavors, enabling customers to make personal decisions based on taste and interest.
- Greeted new customers, discussed specials, took drink orders and built immediate positive connections with guests.
- Handled customer complaints with poise and grace, immediately resolving issues through immediate acknowledgment and commitment to service.

Cashier/Supervisor At Glowbal outlets-Tyre-Lebanon 07/2017-10/2017

- Processed POS transactions, including checks, cash and credit purchases or refunds.
- Restocked, arranged and organized merchandise in front lanes to drive product sales.
- Reconciled cash drawer at start and end of each shift, accounting for errors and resolving discrepancies.
- Checked prices for customers and processed items sold by scanning barcodes.
- Operated cash register for cash, check and credit card transactions with 95 % accuracy.

Cashier At Glowbal outlets-Rouche-Beirut-Lebanon 01/2017-04/2017

- Maintained presentable customer areas with diligent cleaning and proactive recovery management.
- Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers.
- Managed merchandise returns and exchanges by closely checking items and receipts to assess eligibility and make accurate processing decisions.
- Used the "dolphin" program as a default cashier program.

Girls School Basketball Coach At *Lebanese Evangelical School Of Tyre-Lebanon* 09/2015-05/2016

- Readied athletes for tough games by implementing coordinated regimens of practices and physical conditioning.
- Directed ambitious practice sessions to boost athletic abilities and teamwork.
- Boosted performance of individual athletes by devising strategic personal training programs.

Creative Director/Videographer At *Pixels Media Production-Tyre-Lebanon* 06/2015-08/2015

- Collaborated with production on task list creation to meet overall project goals on time.
- Monitored social media and online sources for industry trends.
- Provided observations, took measurements and performed tests at various stages according to quality control plan.
- Worked with known Middle Eastern celebrities, like Nassif Zeitoun, Yara, Saad Ramadan... through shooting concerts and video clips of their released songs.

Creative Director/Videographer At *Pixels Media Production-Tyre-Lebanon* 06/2014-08/2014

- Produced original video content by working collaboratively with producers, designers and art specialists to facilitate multimedia production.
- Storyboard films and recorded over 600 hours of footage for over 100 projects.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Investigated and resolved customer complaints to foster satisfaction.
- Negotiated agreements between employees to clarify misunderstood directions and resolve conflicts affecting performance.

Education

***American University Of Science And Technology in Achrafieh-Lebanon* 10/2017-06/2020**

Bachelor Degree in "Business Management and Administration"

***Lebanese American University of Beirut-Lebanon* 08/2016-05/2017**

One year of "Mechatronics Engineering"-NO DEGREE

High School Diploma (General Science)

- Awarded Sports honorable mention for basketball.
- Elected Captain of basketball team
- Completed government exams (General Sciences) with 13.01/20

Skills

- Fluent Arabic speaking and writing
- Fluent English speaking and writing
- Leadership skills
- Excellent handling of monetary transactions
- Professional Microsoft user
- Adaptable to variable work situation
- Good consulting and mentoring skills
- Good product/service knowledge
- Very good basketball coaching skills