



MAHMOUD YAGHMOUR

PROJECT OFFICER

Contact

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Address: Tripoli, Lebanon
Date Of Birth: 04/02/1994

Education

BEIRUT ARAB UNIVERSITY

Bachelor of Business Administration
Spring 2016

Areas of Expertise

- Project Management
- E-commerce
- Customer Support
- Data-Entry
- Oracle NetSuite
- ZenDesk

Training

- International Computer Driving License (ICDL), 2016
- Digital marketing workshop, 5 Mar 2019
- Career Counseling training course, CONCERN worldwide, May 2019

Languages

- English
- Arabic

CAREER PROGRESSION AND ACCOMPLISHMENTS

E-COMMERCE STORE MANAGER

Freelancer

May 2020 - present

- Built multiple websites from scratch for drop shipping business model (Shopify Platform)
- Research market in order to discover new trends and technologies in order to improve website performance
- Developed and implemented roadmaps for online stores.
- Directly managed digital marketing channels, across Facebook, Instagram and TikTok ads
- Managed all online activity in relation to traffic acquisition, sales, conversion and a/b testing and reporting

BEES LIGHTING

E-Commerce Data Entry Clerk

Jun 2020 - Sept 2021

- Manage website product information and data flow from various vendors and sources using 'Oracle NetSuite'.
- Validate prices and product information to ensure the quality of the data.
- Preparing data from the database or electronic files as requested.
- Type in data provided directly from customers.
- Create spreadsheets with large numbers of figures without mistakes.

ISHTARI ONLINE COMPANY

Customer Support/ Complaints

May 2019 - Jun 2020

- Resolve customer complaints via phone, email, mail, or social media.
- Assist with placement of orders, refunds, or exchanges.
- Suggest solutions when a product malfunctions.
- Place and cancel orders.
- Work with the customer service manager to ensure proper customer service is being delivered.
- Compile reports on overall customer satisfaction.

AIY EXPERTSOLUTIONS

Customer Support

Apr 2018 - Jan 2019

- Research, diagnose, troubleshoot and identify solutions to resolve customer issues.
- Provide prompt and accurate feedback to customers.
- Ensuring complete satisfaction, client retention, and lead conversion.
- Was a key point of contact for both prospective and current clients.

AIY EXPERTSOLUTIONS

Sales Agent

Jan 2018 - Apr 2018

- Establish relationships with new customers.
- Explain the advantages to the customers to increase the sales of the product.
- Focusses on quantitative targets that are based on market analysis, consumer research, and competitive benchmarking.

AIY EXPERTSOLUTIONS

Project Officer (Amazon.com)

Sept 2016 - Jan 2018

- Created a business from scratch, posted and listed products on Amazon USA to be sold on.
- Marketed products digitally and online to USA and International markets, through influencers and ppc.
- Contacted suppliers and prepared orders based on business requirements.
- Made sure that orders and products are up to the company's quality standard.
- Compiled project status reports, coordinates project schedules to achieve the deadline.
- Achieved compliance work with Americans and international custom authority on major products shipment.
- End-to-end product's life cycle management, from procurement to sales, all the way to re-fulfillment.

THE TOYSTORE

Accountant

Sept 2014 - Aug 2016

- Works with accounting systems (QuickBooks POS).
- Documented financial transactions by entering account information.
- Prepared asset, liability, and capital account entries.
- Secured financial information by completing database backups.
- Daily selling and customer service tasks.

***References are available upon requests