



Wissam Yassine

Beirut, Lebanon

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Professional Summary

An enthusiastic, punctual, and trustworthy individual with five years of experience in high-end brands in the Retail sector. Achieving customer satisfaction and providing exquisite customer service is my objective, proven capacity to troubleshoot issues to resolve problems promptly. Maintaining a high level of professionalism, patience, and efficiency minimizes customer dissatisfaction and increases customer loyalty.

Education

From Oct. 2018 to Jan. 2022	Lebanese International University Bachelor's in Business Administration: Marketing Date of Graduation: January 2022	Beirut, Lebanon
From Sept 2014 to July 2016	Université Libanaise - Filière Francophone de Droit	
July – 2013	Collège Saint Elie Btina Lebanese Baccalaureate, Sociology & Economics Section: Official in 2013	

Experience

September 2017 – August 2021	Holdal - Abou Adal Group Lacoste: Senior Sales Associate	Beirut, Lebanon
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- Work on recruiting new potential clients and develop the relationship with the old customers and the VIPs in order to ensure the continuity of the business.
- Handle customers' complaints and after sales service to ensure providing customers with an optimal service.
- Handle defections and damages in coordination with the Assistant and the Store Manager to maximize customer satisfaction.
- Assist customers with locating products in the store and be able to explain product features and benefits.
- Responsible for processing cash and card payments.
- Assist in reviewing and analyzing the monthly sales report to ensure target achievement.
- Achieve sales targets by using all different selling techniques.
- Assist the Brand Manager and the Operations Manager with the requested sales and customer reports.
- Monitor and control Store image and merchandizing according to the Brand guidelines.
- Monitor on a monthly basis the store inventory and orders to avoid stock shortage.

- Welcome customers to the store and answer their queries.
- Assist customers with locating products in the store.
- Responsible for processing cash and card payments when applicable.
- Ensure zero discrepancy in inventories.
- Ensure interior of store is maintained to company & Brand standards.
- Ensure high levels of customer satisfaction through excellent sales service.
- Assess customers' needs and provide assistance and information on product features.
- Follow and achieve department's sales goals on a monthly, quarterly and yearly basis.
- Maintain in-stock and presentable condition assigned areas.
- Cross sell and up sell products

Volunteering

- **(2019)** Volunteer work at Aman Specialized Medical Center providing various support for low-income families.
- **(2017)** Volunteer work at People's Aid Organization - Vaccination Campaign.

Trainings

- **IC3 Certification (Internet Core Competency Certification)**
- **Lacoste Digital Training Courses**
- **In- Class Training: Selling Steps and Customer Service**
- **Practical Communication Skills Training.**
- **First AID.**

Summary Skills

Languages:

1. **Arabic:** Native or bilingual proficiency.
2. **English:** Professional working proficiency.
3. **French:** Professional working proficiency.

Skills:

- Communication Skills
- Time Management
- Customer Service
- Critical Thinking.
- Teamwork

References Available upon requests