

Georges El Hayek

Zouk Mosbeh, Keserwan, Lebanon
961 76 321 929
hayek.georges@hotmail.com



I would like to describe myself as a proactive, hard-working, motivated person. I always strive to achieve all standards possible, at any given task and in any situation. A customer-focused, and well-developed skills in forming trusting relationships with customers as well as quickly reacting to their needs, with successful sales experience and a positive, confident approach. I can work well both in teams and on own initiatives as I deliver good results under pressure. Working with colleagues and customers in stressful environments has helped me build my confidence.

KEY SKILLS

Software:

Word, Excel, PowerPoint,
Adobe Photoshop,
Adobe Illustrator, Adobe
After Effects, Adobe
Premiere, Avid Media
Composer and Outlook

Management:

- ✓ Team leadership and motivation.
- ✓ Customer service.
- ✓ Time management.
- ✓ Problem-solving.

Personal:

- ✓ Effective communication
- ✓ Active listening
- ✓ Good attention to detail.

LANGUAGES

Arabic, English and
French

EDUCATION

Notre Dame University Louaize(NDU)- Zouk Mosbeh

Fall 2015 – Fall 2020: **Bachelor of Arts – BA, Advertising and Marketing**

EXPERIENCE

PUMA – Tchooz shoes:

June 2021 – Present: **Store Manager**

- Promote team collaboration, performance and efficiency.
- Keep accurate inventory with cycle counts.
- Coach sales associate, sales incentive and techniques.
- Rotate merchandise and display to feature new promotions.
- Maximize sales and minimize shrinkage through excellent customer service.

November 2019 – May 2021: **Assistant Store Manager**

- Responsible to assist customers by providing a professional and successful customer service in order to market and sell the company's services and product. And maintaining store merchandising standards to ensure a unique shopping atmosphere.
- Take a supervisory role on a day-to-day basis.
- Achieve sales targets in line with KPI objectives.
- Achieve growth and hit sales targets by successfully managing the sales team.
- Create a welcoming environment and provides excellent customer service
- Ordered and managed stock.

- Ensure staff is keeping work area clean and organized at all time.
- Listen to staff concerns.

November 2017 – November 2019: **Salesperson**

- Given the chance to extent my knowledge on all technologies, collection and trends, to assess customers' needs and assist in making choices and locate desired items.
- Able to cross in store to achieve the individual and store monthly sales target.
- Apply a complete efficient and accurate transfers by following up with customers and update the database.

Zaatar W Zeit

October 2015 – March 2017: **Waiter**

TRAININGS:

- Effective Communication Skills
- Customer Service
- Selling Technique

REFERENCE:

Available upon request.