

# YAHYA MAHMOUD YAHYA

## Contact

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## Languages

**Arabic:** Native  
**English:** Fluent  
**French:** Intermediate

## Skills & Expertise

- Communication
- Teamwork
- Problem Solving
- Decision-Making
- Leadership
- Negotiation
- Persuasion
- Customer Service
- Market Strategies
- Fashion & Retail
- Selling Techniques
- Microsoft Office

## Summary

A goal-oriented and dedicated individual, with over 3 years of experience in sales and marketing mainly in the fashion and retail sectors; holding a bachelor's degree in Marketing. Possess strong communication, problem-solving and decision-making skills. Currently seeking a new opportunity where I can apply efficient customer service and effective marketing strategies to increase sales purchases.

## Education

**Bachelor's Degree in Business Administration, Marketing – 2020 to Present**  
**Jinan University – Tripoli, Lebanon**

**License Technique in Business Management Marketing and Organization –**  
**10/2019 to 2020**  
**Tripoli Official Technical Institute – Tripoli, Lebanon**

**Technician Superior in Business Management and Organization – 2018 to 2019**  
**Tripoli Official Technical Institute – Tripoli, Lebanon**

## Experience

**Store Manager – 10/2017 to Present**  
**Signe Fashion – Tripoli, Lebanon**

- Delegating responsibilities and supervising business operations
- Arranging employees' work schedule.
- Managing inventory control and handling accounting procedures.
- Providing efficient service to customers and assessing employee performance.
- Resolving conflicts or complaints from customers and employees.
- Monitoring store activity and ensuring it is properly provisioned and staffed.

**Sales Assistant – 06/2016 to 06/2017**  
**Euro Brands – Batroun, Lebanon**

- Greeted customers and answered customers' questions.
- Looked for stock requested by customers.
- Kept the stock room organized and packed shelves neatly.
- Created attractive displays.
- Elevated customer complaints to the manager.

**Sales and Customer Service Representative – 04/2015 to 06/2016**  
**All Brands Factory Outlet – Tripoli, Lebanon**

- Maintained a positive and professional attitude toward customers at all times.
- Marketing international brands to increase sales purchases.
- Responded promptly to customer inquiries.
- Acknowledged and resolved customer complaints.
- Communicated and coordinated with colleagues as necessary.
- Ensured customer satisfaction and provided professional customer support.

**Sales Assistant – 05/2014 to 03/2015**  
**Spinneys – Tripoli, Lebanon**

- Helped customers choose products and answered customer inquiries.
- Provided entertainment through games at celebrations and organized birthdays for children.