

Ralph SALIBA

PERSONAL INFO

Father's name: Elias

Date and Place of Birth: 20/09/1997 - Chiah

Nationality: Lebanese

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OBJECTIVE

Seeking a job in a respectful organization where my experience, education and knowledge can be utilized in an environment of quality and growth

EDUCATION

- Arab Open University(AOU), **Business Studies with Economics** , Lebanon-Tayouneh 2016-2020
- Antonine Sisters School, Certificate in Secondary Education (Lebanese baccalaureate in Economics)- Hazmieh-Jamhour – 2016

PROFESSIONAL EXPERIENCE

- **August 2020 – Present: Bodega Snack and Vall vei Restaurant Barti-South Lebanon**
 - **Supervisor**
 - Managing workflow, training staff, managing schedules
 - Ensuring compliance with all food health and safety requirements
 - Respond to customer complaints quickly and resolve them effectively
 - Maintain inventory of all needed supplies
 - Provide exceptional customer service and lead staff to do the same
- **November 2016 – February 2020: Sports 4 Ever**

Locations: City Center-Hazmieh , ABC Ashrafieh , Zaarour Club

- **Store Manager & Assistant Store Manager**

- Training store staff to products and sales training materials
- Reviewing staff job results and helping needs with the Store Manager
- Leading and helping the members to reach the branch monthly/yearly objectives
- Driving sales, handling difficult or complicated sales and cash management
- Delegation of tasks
- Display Management
- Supervising daily operations, operational and organizational standards of the store
- Monitoring inventory level and order new items
- Motivating sales team
- Deliver excellent service to ensure high levels of customer satisfaction
- Hire, train, and oversee new staff
- Prepare detailed reports on buying trends, customers' requirements

- **Senior Sales**

- Guiding and assisting sales representatives
- Helping customers with their requirements
- Adhering to sales processs
- Monitoring competitors' sales activities
- Ensuring that all sales administration and customer sevice activities run smoothly
- Maintaining accurate records of the total number of sales made
- Maintaining sales employee performance evaluations
- Cultivating solid relationships with major customers to ensure continuous flow of sales revenue

➤ **15/7/2019 – 8/9/2019 2014: Intern BANK AUDI sal (Lebanon-Sassine Branch)**

SKILLS AND HOBBIES

Skills: Motivation, working under pressure, self confidence, teamwork, friendly, leadership, organization, responsibility, negotiation, business awareness, dynamic, good communication skills, work ethic, adaptability , persistency, flexibility, capability of multi-tasking , willing to learn and develop more skills

Languages: English, Arabic, French

Hobbies: Basketball, football, music, movies, dog training

