

## Professional Summary

Marketing and Sales Highly motivated, hardworking & enthusiastic professional with 5+ years experience in an active and highly dynamic work environment with the ability to rapidly assimilate and adapt to the requirements of any role.

## Skills

- Communication
- Stress management
- Time management
- Problem solving
- Critical thinking
- Teamwork
- Staff Management
- Sales and Marketing
- Team Leadership
- Job Assignments
- Negotiation

## Work History

**CRM ADMINISTRATOR**, 05/2022 - 07/2022

**JAYPAY**

- Marketing agency
- Understanding the CRM system
- Creating campaigns for various partners
- Troubleshooting all issues related to CRM operations
- Creating various reports that will be requested from the CRM
- On-boarding existing and new members of staff on how to use the CRM.

**MANAGER**, 06/2016 - Current

**Just Halawi/Just Mashawe**, Lusaka

- Supermarket and Restaurant
- Marketing and management
- Supply and demand
- Delivery chain
- Customer service and Response
- Working 7 days a week, am to pm , I adapted to countless hours of work with full commitment and motivation
- Not only was I in charge of managing and running a supermarket, but also a restaurant in which I had mainly assisted in stock checking, assistance in orders, ins and outs, as well as, customer care and observing sales.
- Maintained professional, organized, and safe environment for employees and patrons.
- Recruited, interviewed and hired employees and implemented mentoring program to promote positive feedback and engagement.
- Developed and implemented business strategies to achieve business goals and stay competitive.
- Defined clear targets and objectives and communicated to other team members.
- Managed and motivated employees to be productive and engaged in work.

**INTERN**, 09/2020 - 10/2020

### Sharekkna

- Ngo
- Collection and entry of data obtained from various Monitoring and Evaluation (M&E) and research activities
- Content writing
- Reports and proposals

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## Education

**Bachelor's Degree:** Marketing  
**Lebanese American University** - Beirut, Lebanon, 06/2016

**American High School Degree**  
**Eastwood College** - Lebanon, 06/2011

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## Additional Information

- LANGUAGES
- English
- Full Professional Proficiency
- Arabic
- Limited Working Proficiency