

JOE EL KIK

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OBJECTIVE

A Marketing graduate with social media knowledge, seeking an entry level position in digital marketing. I'm an energetic, ambitious and excellent communicator with a positive working attitude.

SKILLS

Customer Service , Multitasking ,
Presentation Organization Critical
Thinking , Microsoft Excel, Problem
Solving , PowerPoint

LANGUAGE

Arabic, English, French

EXPERIENCE

ABC Lebanon

February 2017 - may2020

Sales Associate - Toys Department

Signed customers up for marketing list and for distribution of promotional messaging and events.
Assisted customers' purchasing decision by giving recommendation after distinguishing their needs and references

Cweddingcar

June 2020 - Dec 2020

Social Media and Content Writer

Supported with digital media exploration and media planning.
Handed necessary support in the prosecution.
Eased communication with applicable internal and external marketing mates,media schedules, social media schedules, mate dispatche and calendars.
Developed and presented creative missions to collaborative teams.

ABC Lebanon

August 2021 - Until Date

Cashier

Provide a positive customer experience with a friendly and positive attitude.
Adjust and meet customers needs in several challenging scenarios.
Register sales on a cash register by scanning items, itemizing and totaling customer's purchases.
Resolve customer issues and answer questions.

EDUCATION

La Sagesse University

2020 - 2021

Bachelor Degree in Business Marketing

Google Digital Garage

2021

Certificate in Fundamentals of Digital Marketing

ACHIEVEMENTS

Champion Title - Toys Department ABC Lebanon

Present the rules and regulations to New Joiners.
Help New Joiners to integrate and become a team member. Explain how to climb the career ladder smoothly.
Teach New Joiners how to greet a Customer.
Prepare tests about customer assistance and products knowledge to New Joiners.
Present Feedback for Managers during New Joiners probation period.

TRAININGS

Effective Communication

Define and differentiate the types and benefits of communication.
Identify the characteristics of effective Body Language.
Understand and identify the barriers of communication.
Use the transactional analysis theory in communication.

Selling Techniques

Explain the Sales process.
List and explain the benefits of successful selling.
Understand the six steps of the selling process.
Follow a customer-focused sales process.
Identify needs and opportunities through effective questioning and listening.
Introduce services and products using features and benefits.

Customer Service

Strategic problem solving.
Time management.
Constructive and active listening.

REFERENCE

Upon Request