

# Mohamad Khayal

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**Sales Associate | Sales Representative | Customer Service Representative**

## SUMMARY

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Dynamic Sales Associate with a passion for delivering outstanding customer service and driving sales growth. Skilled in POS system management, accurate transaction handling, and resolving customer inquiries. Recognized for precision in cash handling and compliance with company policies. Holding a Bachelor's degree in accounting and business management, bringing strong business law knowledge, communication, and attention to detail to every task.

## KEY COMPETENCIES

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Point of Sale (POS) System Proficiency, Customer Relationship Management, Inventory Management, Cash Handling and Reconciliation, Product Knowledge and Merchandising, Upselling and Cross-Selling Techniques.

## EXPERIENCE

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### **ZARA – Azadea Group**

**Lebanon**

*Sales Associate*

*December 2023 – Present*

- Increased customer satisfaction by 30% through responsive service on the shop floor, consistently meeting customer needs promptly and professionally.
- Achieved a 15% boost in sales by applying effective upselling and cross-selling techniques, contributing to the store's monthly sales targets.
- Maintained 99% accuracy in cash handling and transaction management, minimizing discrepancies and ensuring compliance with company policies.
- Reduced customer complaints by 25% through proactive inquiry resolution and exceptional service, earning recognition from management for customer service excellence.

### **ZARA – Azadea Group**

**Lebanon**

*Stock Keeper*

*December 2022 – December 2023*

- Increased product availability by 20% through efficient stock replenishment, ensuring popular items were consistently restocked on the sales floor, contributing to higher sales.
- Reduced stock discrepancies by 15% by implementing precise quality control checks on incoming merchandise, enhancing product reliability and customer satisfaction.
- Enhanced stockroom organization by 30%, optimizing retrieval times and supporting the sales team's efficiency in meeting customer needs.
- Improved safety compliance by 25% by maintaining a clean and organized stockroom environment, reducing the risk of accidents and ensuring adherence to health and safety standards.

**Toters Fresh****Lebanon***Warehouse Picker**September 2022 – November 2022*

- Increased order accuracy to 98% by carefully selecting correct items, boosting customer satisfaction.
- Improved packaging efficiency by 25%, reducing product damage and enhancing customer experience.
- Cut order prep time by 20% through coordination with the delivery team, ensuring timely dispatch.
- Boosted safety compliance by 30% by keeping a clean workspace, reducing accident risks.

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**EDUCATION**

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**Lebanese International University****Lebanon***Bachelor's degree in Accounting and Business Management**September 2020 – January 2023*

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**PRE-PROFESSIONAL EXPERIENCE**

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**Wissam's Phone****Lebanon***Salesperson / Cashier**September 2019 – December 2019*

- Increased sales by 15% through personalized recommendations and upselling phone accessories.
- Maintained 99% transaction accuracy by handling POS transactions carefully, minimizing discrepancies.
- Improved customer satisfaction by 20% by providing fast, friendly service and resolving inquiries effectively.
- Reduced checkout time by 25% by streamlining processes, enhancing the overall customer experience.

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**SKILLS**

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**Technical Skills:** Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Google Workspace, RFID System, TGT System, Point of Sale (Hi-POS) Systems, Inventory Management, Product Knowledge, Upselling & Cross-Selling, Cash Handling & Reconciliation, Order Accuracy, Stock Replenishment, Packaging Efficiency, Retail store, ITX Stock, Picking Sint.

**Soft Skills:** Communication, Customer Service Orientation, Time Management, Problem-Solving, Team Collaboration, Adaptability, Detail Orientation, Positive Attitude, Conflict Resolution, Active Listening, Sales Negotiation, Multitasking, Analytical Thinking, Relationship Building.

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**LANGUAGES**

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**Arabic** (native), **English** (proficient), **French** (proficient).