



ZAINAB LAMMA

Commercial & Sales Executive

EDUCATION

Lebanese International University

2018 - 2020

Master of Business Administration-Management, Graduated with Distinction with a Total GPA of 3.72/4

Lebanese University

2014 - 2018

Bachelor of science in pure Biology

WORK EXPERIENCE

TOURISM 365 Commercial Sales Representative

Jan 2022–AUG 2022

Dubai, UAE

- Achieved sales targets with outstanding records by promoting excursions across UAE
- Interacted with multicultural clients and ensured exceptional levels of customer satisfaction
- Handled inbound customers' inquiries across all channels (email, phone, and chat)
- Collaborated across multiple teams and with senior stakeholders to drive business results

CUDDLESNCHUCKLES SHOP Small Business Owner

Dec 2020–June 2021

Nabatiyeh, Lebanon

- Managed daily shop operation by creating new business strategies
- Developed marketing and promotional materials over different social media platforms
- Managed import operations from USA and monitoring inventory levels

SALLYNE STORE Sales Manager

Jan 2018–AUG 2020

Nabatiyeh, Lebanon

- Developed store strategies to expand store traffic and optimize profitability
- Ensured high levels of customer satisfaction through excellent service
- Reported on buying trends and customer needs in the region

SKILLS

- **Computer Skills:** MS Word, Excel, PowerPoint, IBM SPSS
- **Soft Skills:** Negotiation, Presentation, Time Management, Communication, Teamwork, Multi-Tasking

PROFILE

Sales executive with a strong commercial acumen. Experienced in international business sales and multicultural business operations.

CONTACT

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LANGUAGES

Arabic - Native

French – Full Proficiency

English – Full Proficiency