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Date of Birth: 3/5/1998

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## Career Objective:

Seeking a demanding career in a technical company that will provide me the chance to develop my skills and strengths in line with organizational objectives and to achieve excellence through experience.

## EDUCATION:

- Computer & Communication Engineering, Lebanese International University

## Internships

- Microsoft Presales Executive @ ICC Group.
- Solar Photovoltaic, Solar Water Heaters, Career Guidance Training under UNDP Youth Employability Acceleration Programme.

## PROFESSIONAL EXPERIENCE:

### Volunteer at Lebanese Civil Defense

### ABC S.A.L.

Customer Service Hostess at ABC Department Store:

#### **Key activities and responsibilities**

##### **Operations**

- Maintain a strong floor presence through promoting customer service excellence and attending to customers' needs
- Cater to all customers' requests and ensure constant follow up for successful results
- Explain the Tax Refund process and assist the foreign customers while filling the needed forms
- Implement efficiently the Lost and Found procedure
- Provide proper implementation of the "POS opening and closing procedure" for optimal accuracy in bank slips and cash reports

##### **CRM Loyalty Program**

- Assist the customers in opening, monitoring and closing the wedding and birth lists' account and ensure accurate data compilation
- Promote the ABC loyalty program and provide full explanation on the application benefits and conditions (Upgrade/downgrade, points accumulation and expiry date, qualifying and redeemable points)

##### **Gift Cards**

- Issue gift cards for customers and follow up on the exceptional cases such as expired and lost cards
- Follow up on the online transactions and timely card delivery to customers

##### **Events, Promotions and CSR**

- Follow up on the marketing surveys' completion
- Explain and promote the CSR program to the customers
- Answer customers' inquiries in store and over the phone
- Follow up and monitor the implementation of CSR activities and events
- Assist the event team during in-store promotions
- Follow up on coupons and delivery of prizes to customers

- Collect and share feedback with the event team on the following topics and raise recommendations accordingly: *Agency hostesses' attendance and performance, event implementation phase and customers' feedback*

#### **Reports**

- Retrieve customers' feedback from all social media platforms and prepare reports accordingly
- Issue and prepare monthly reports such as birth & wedding Lists and Tax Free, and share them with the direct manager

#### **Stakeholder Relationship**

- Maintain positive relationships with the customer service teams in all flagships and ensure constant follow up, update and coordination for alignment and best practices
- Establish solid relationships with different departments such as Marketing, Operations, Retail, IT and ensure constant coordination for successful initiatives

**Position:** sales associate & cashier

#### **Sales associate**

##### **Responsibilities:**

- Reach high floor targets
- Execute personal shopper experience to customers.
- Perform mix and match outfits for team experience and customer requests
- Executing advanced selling skills
- Performing exceptional negotiation skills
- Link sell, cross sell

#### **Cashier:**

##### **Responsibilities:**

- Execute all types of transactions on the POS tool and promote ABC products, services and cards
- Maintain a tidy cash point and ensure all POS stationaries are continuously replenished
- Establish solid relationships with different departments and ensure constant coordination for successful initiatives.
- Welcome customers and provide accurate information regarding any promotion or request
- Interact positively and effectively with internal and external customers and handle accurately the correspondences and queries

#### **BOB CENTER (MOBILE & COMPUTERS)**

Beirut, Lebanon  
2015 –2017

##### **Responsibilities:**

- Construction of networks by making a link between computers to be connected to serve
- Increase store figures
- Recruit customers and maintain customer experience
- Provide after sale services for clients

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**Languages:** Fluent in **English** and **Arabic**

##### **Skills:**

- Communicating with impact
- Building customer relations and data base
- Maintaining a high level of professionalism in the work place

##### **Certified trainings:**

- Advanced selling techniques
- Communication skills
- CRM
- Customer service