

Yahya H. Naqib

Beirut, Lebanon | +233533545380 | WhatsApp +233508650248| yahya.naqib@outlook.com

EXPERIENCE

Africa Tel Group

Business Development Manager

Oct 2022 – Present

- Negotiating favorable terms and contracts with suppliers, achieving 17% cost savings while maintaining high-quality standards for products
- Leading international sourcing initiatives resulting in a diversified product portfolio and 1.2K average store footfall per day
- Identified and evaluated potential business opportunities, leading to the establishment of strategic partnerships with key vendors, thereby expanding the company's reach into new markets
- Directed the process of finding and securing an ideal location for the company's expansion, managing all aspects of the rental agreement and ensuring a seamless transition into the new facility

TAHAN SMALL APPLIANCES

Section Manager

Apr 2022 – Aug 2022

- Proactively implemented sales techniques contributing to a 20% revenue increment during the first 5 months
- Implemented daily auditing of modified price lists and new offers that generated a seven-figure monthly revenue
- Drove rise in sales and customer traffic through new concepts in the merchandise display
- Ensured stock availability by forecasting month-on-month demand growth and reduced out of stock rate by 65%

ADMIC - BHV

Asst. Section Manager

Jun 2021 – Apr 2022

- Conducted daily routine checks on customer's invoices and mapped out driver's weekly routes
- Trained new hires on the best practices to meet predefined SLS
- Guaranteed that the ETA 's are met on the predefined SLS

ALWAN RESTAURANT

Quality Assurance and Telemarketing Manager

Jul 2019 – Jun 2021

- Proactively implemented techniques contributing to a 35% revenue increment
- Coached CCR s to provide customer support and ensured KPI' s are being met
- Tailored the customer script and overall call experience through one-on-one meetings with CCRs
- Diffused angry customers, and handled complaints by taking an empathetic approach with my clients

TELEPERFORMANCE-PROJECT MTC TOUCH

Customer Service Associate

May 2016 – Jul 2019

- Provided successful solutions using active listening to ensure customer retention
- Fulfilled company standards on call volume, wrap time and talk time schedules
- Maintained strong company product and service knowledge to better assist customers
- Attended training on customer support and new services

BESTSELLER-JACK AND JONES

Senior Sales Associate

Nov 2015 – May 2016

- Drove company profitability through overachieving on target KPI s
- Participated in all areas of staff recruitment and training
- Contributed to cost management, inventory management, reporting, and strategic planning

Sales Associate

Jul 2013 – Nov 2015

- Advocated merchandise to customers based on their needs and preferences
- Assisted the merchandiser to display products in ways that were designed to appeal to the customers.
- Fostered relationships with customers to increase the likelihood of repeat business

EDUCATION

Beirut Arab University

Sep 2016 – Ongoing

Business Marketing

LANGUAGES

Fluent in English and Arabic

SKILLS

- Sales and negotiation
- Upselling
- Global blue training
- Loyalty card (CR network)
- Sales techniques and customer care training (Teleperformance)
- POS systems
- Microsoft Office