

Bill Joe Bahous

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EDUCATION

Holy Spirit University of Kaslik (USEK), Lebanon
Bachelor in Business Administration, Major: Management

Sep 2016 – Dec 2020

Lycée officiel Ajaltoun, Lebanon
Lebanese Baccalaureate in Socio Economics

Sep 2013 – June 2016

EXPERIENCE

Retail experience

Fashion consultant at Chalhoub Group, Lacoste, Dubai Mall, UAE

Sep 2021- Aug 2023

- Consistently exceeded monthly sales targets by leveraging in-depth product knowledge, conducting persuasive sales presentations, and building strong client relationships, resulting in a 20% increase in revenue within the first year
- Developed and executed targeted sales strategies, resulting in a 30% expansion of the customer base and a 25% increase in monthly sales revenue within the second year.
- Implemented a personalized clienteling approach while providing exceptional service, by taking info of over 100 customers monthly and applying them to the CRM platform, resulting in a 20% increase in customer retention and 15% growth in upselling opportunities

Human Resources and Administration Experience

Administrative Support assistant at Malia Group (Pharmaline)

March 2021 – Aug 2021

- Provided administration support to several departments related to the Sputnik Vaccine project.
- Assisted the finance department by creating over 50 invoices on a daily basis.
- Assisted in preparing materials and resources for various regulatory examinations and audits.
- Attended internal and external calls and emails to track meeting minutes, schedules with patients and manage follow- ups while Coordinating with over 20 vaccination centers on a daily basis.

HR and administrative assistant Internship at USEK Green Committee

Sep 2019 – Oct 2020

- Innovate a solution called carpool to help increase awareness and actions for recycling.
- Provided administrative support to Compliance Director Assisted in preparing payrolls for over 60 staff

Talent acquisition Internship at Roadster Diner

Oct 2020 –Sep 2021

- Assisted the talent acquisition specialist team in analyzing 40 resumes on a daily basis
- Support the HR department in developing target candidate profiles and attracted suitable internship/trainee candidates using different tools (job boards, social media platforms such as LinkedIn).
- Supported hiring managers with various administrative tasks, as needed (conference room booking, scheduling, recruitment event research, database management).

Food & beverage Experience (Lebanon)

Head Waiter at Roadster Diner

Feb 2019 – Sep 2021

- Lead a team of waiters and provide guidance to deliver a customer-focused service.
- Conduct inventory and product display and communicate data reports with different stakeholders.
- Perform daily monetary management audits and reports extraction to the headquarters.

Team Leader at Buffalo wings and rings

Feb 2018 – Feb 2019

- Assist the HR team in conducting interviews and trainings for new team members.
- Review time and attendance and provide input to weekly schedules for HR associate.
- Held multiple positions and worked part-time since 2016 while studying Part-time for my BA.

EXTRACURRICULAR ACTIVITIES

May 2016 – Feb 2019

Scout chief and Member at Scout de Liberté

- Volunteer in helping young people through a mental and physical development program.
- Planned itineraries, group activities such as survival and cooking and other adventures.

SKILLS AND HOBBIES

Languages: Fluent in English, French and Arabic

Soft Skills: Leadership, Communication, Presentation, Adaptability, Time Management, Organization, Work Ethic, Self-Motivation.

Computer Skills: Proficient in MS Office, HRIS, Oracle systems, Internet research, Omega POS and Squirrel Systems. **Hobbies:** Sports, cooking and watching comedy/action series.