

Dounia Bacho

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Doha, Zone 42

Professional Summary:

Artistically driven professional with a Teaching Diploma and expertise in Arts and Interior Planning. Proven track record as a Retail Sales Consultant & CAD Designer adept at meeting client design needs within budget constraints. Versatile in customer service, sales strategy, and proficient in Autodesk software, Revit, AutoCAD, and Adobe suite. Ideal fit for a car sales consultant role in a luxury brand, offering a blend of artistic insight and technical expertise with a strong focus on client satisfaction.

EDUCATION:

- Teaching Diploma July 2023
American university of science & technology, Beirut
- Minor degree in Fine Arts February 2022
American university of science & technology, Beirut
- Bachelor's degree in Arts & Interior Planning June 2021
American university of science & technology, Beirut

EXPERIENCE:

Retail Sales Consultant & Cad Designer July 2023 – Present
Doha – Qatar

Tasks and responsibilities include the following:

- Use extensive product knowledge to discuss available products with clients based on design specifications and budget.
- Accurately calculate tile quantities for client projects.
- Provide timely and accurate quotations to customers, following up within agreed timescales.
- Collaborate with clients to finalize product selection and convert quotations into confirmed sales orders.
- Gather necessary information from clients for accurate completion of drawings, including room measurements, drainage, and water supply points.
- Create professional and accurate CAD drawings that visually represent the finished bathroom/room design.
- Ensure timely completion of drawings and any necessary amendments.
- Collaborate with the client's contractor, if needed, to discuss design and layout.
- Provide training to other Sales and CAD Design staff as requested.
- Stay updated on new products and design trends in the industry.
- Maintain a portfolio of completed drawings to showcase to potential clients.
- Fulfil any additional duties reasonably requested by the showroom manager.
- Adhere to company policies on dress code, appearance, and workstation tidiness to uphold the company's brand image.

Sales representative at Abdullah Abdulghani & Bros. Co. W.L.L. June 2022 – July 2023
Doha – Qatar

Tasks and responsibilities include the following:

- Greet customers promptly and provide timely professional service on Vehicle services, Tire services, Tinting & PPF jobs.

- Explain the benefits of products to customers to generate additional revenue through product upgrades.
- Ensure vehicle cleanliness by using vehicle protection materials such as seat covers and floor mats during vehicle intake.
- Provide clear cost estimations and delivery time information to customers, monitor work progress, and keep customers informed of additional jobs, changes in costing, and work completion.
- Ensure accuracy of customers' data in job cards based on their requests and upload necessary information to the system on time.
- Actively promote the value-added services and benefits of tinting and PPF to increase revenue.
- Assist in marketing and promoting the services offered to improve sales revenue.
- Achieve targets in revenue, customer satisfaction index, and fix-it-right as set by the management.
- Handle cashier responsibilities, including receiving cash, opening and closing the cash desk, conducting petty cash transactions, and providing necessary reports to the Finance department.
- Completion of reports, presentations, SAP transactions as per the SOP's and management directions to accomplish organizational capabilities.

Freelance interior designer July 2021 - June 2022

Beirut, Lebanon

Tasks and responsibilities include the following:

- Interior consultation
- Creating residential plans for clients to help clients in the design, decorate, and furnish homes.
- Conceptualize and sketch design plans.
- Determine cost of completion and project requirements in the budgeting phase.
- Set a timeline for the completion of an interior design project.
- Source materials and products included in plans.
- One to one meeting with clients

Internships AT BISCO Emergency shop August 2020 - October 2020

Bchamoun, Lebanon

Tasks and responsibilities include the following:

- Developing a new body style to conform to the new function.
- Preparing 2D and 3D drawings using a computer: Autodesk AutoCAD and, 3ds max.
- Discussing the functionality of items in the cars
- Designing posters for the company website

Customer Service Assistant at Magic Planet (MAF) June 2020 - October 2020

Beirut, Lebanon

Tasks and responsibilities include the following:

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.

Educator at KidzMondo September 2016 - June 2020

Beirut, Lebanon

Tasks and responsibilities include the following:

- Accepting complaints, propose a solution if possible, or direct them to the operational coordinator or the relevant department.
- Providing the visitors with important information about the enterprise and encouraging them to join the activity.
- Filling in the enterprise's daily checklist before the working process.
- Supporting the process of closing and opening the bracelet at the entrance and exit when needed.
- Carrying out activities related to written content with energy and smile to provide the best service and visitor experience.
- Reporting to the board on the safety and protection of visitors.

CERTIFICATION:

- Autodesk Certified Professional in Revit for Architectural Design 2019
American university of science & technology, Beirut
- International Computer Driving License 2018
American university of science & technology, Beirut
- Diploma in French Language Studies (DELF B1) 2013
American university of science & technology, Beirut

QUALIFICATION:

- Able to meet deadlines and procedures quickly.
- Knowledge of technical tools and supplies, and schools
- Analytical and problem-solving coupled with decision-making ability.
- Utilize Sketching and computer drawing.
- Advanced skills in Microsoft Office, Autodesk software (AutoCAD, Revit & 3ds Max) and Adobe Software (Photoshop & InDesign)
- Languages: Arabic, English & French