

# Tia Hamdan

Nabatieh, Lebanon | +961 76 720 029 | [Tia-hamdan@outlook.com](mailto:Tia-hamdan@outlook.com) | [LinkedIn Profile URL](#)

## WORK EXPERIENCE

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### Dar Al Anwar: Library

Nabatieh, Lebanon

Sales Associate and Cashier

Aug 2023 – Present

- Support 30+ daily customers in making purchases by presenting products and offering recommendations.
- Process financial transactions accurately and efficiently by handling cash and electronic payments.

### Zara: International Fashion Company

Beirut, Lebanon

Sales Associate Intern

Jun 2022 – Jun 2022

- Enhanced customer contentment by guiding and supporting 40+ daily clients through their buying process.
- Ensured quality and compliance by consistently following all company policies and procedures.
- Resolved customer complaints, issues, and questions in a timely and professional manner.

### Ataya: Annual Exhibition for Charity by Emirates Red Crescent

Abu Dhabi, United Arab Emirates

Sales Associate in the Jewellery Booth

Feb 2022 – Feb 2022

- Maintained correct product displays that were appealing, spotless, and well-organized to lure in more customers.
- Contributed to increased customer satisfaction and sales by addressing customer inquiries and providing comprehensive information about jewellery items, including materials, pricing, and quality.

### Izzat Daouk: A Leading Cosmetic Company

Sidon, Lebanon

Sales Associate

Oct 2018 – Jan 2022

- Personalized the customer shopping experience by building rapport and trust, and providing after-sales services.
- Handled daily sales, billing, and customer reports while keeping efficiency and accuracy.
- Boosted sales by informing customers about promotions and new product arrivals.

## CERTIFICATIONS

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Zendesk Customer Service Professional Certificate: A 6-Course Learning Path (Zendesk)

Nov 2023

Microsoft Office 365: Excel Essential Training (LinkedIn)

Nov 2023

Business Development Foundations (LinkedIn)

Nov 2023

Communication Foundations (LinkedIn)

Nov 2023

B2B Sales Foundations (LinkedIn)

Nov 2023

## EDUCATION

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### Lebanese International University

Nabatieh, Lebanon

Bachelor of Business Administration; Major in Banking and Finance; GPA: 3.00

Oct 2018 – Jan 2022

## SKILLS

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**Hard Skills:** Customer Relationship Management, Sales, Business Development, Customer Service, and Marketing.

**Soft Skills:** Communication, Negotiation, Organization, Persuasion, Attention to Detail, and Adaptability.

## LANGUAGES

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**Arabic** (native), and **English** (upper-intermediate).