

# Ahmad Kabbani

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## Summary

Telecommunication Engineering student seeking a position in organization, where abilities and skills are utilized to their maximum potential.

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## Experience

### Assistant Manager

Kyveli • City Center Hazmieh  
05/2022 - 10/2022

- Recruit, hire, and train sales team.
- Set sales goals, compare performance to goals, and adjust goals as needed.
- Coach, mentor, and provide feedback to team members.
- Provide detailed and accurate sales forecasts.
- Assess current team processes and procedures, identify opportunities for improvement, and implement them.
- Resolve customer complaints, guide them, and provide relevant information.

### Customer Care Supervisor

Kyveli • Sin el fil  
09/2021 - 05/2022

- Handle customer complaints, provide appropriate solutions.
- Follow up to ensure resolution.
- Overseeing and assessing customer service staff activities, and providing them with regular performance-related feedback.
- Training staff in areas of customer service and company policies.
- Follow communication procedures, guidelines and policies.
- Offer strong customer service skills, keeping customers satisfied and increasing sales.

### Cashier

Solidere • Downtown  
08/2019 - 09/2021

- Balancing the cash register and generating reports for credits and debit sales.
- Resolve customer complaints, guide them, and provide relevant information.
- Accepting payments, ensuring all prices and quantities are accurate and providing receipt to every customer.
- Processing refunds and exchanges, resolving complaints.
- Welcoming customers, answering their questions.

- Operated POS cash register, handling an average of transactions daily, and counted the money in cash drawers to ensure accuracy.

## Box Office Associate

Empire premiere • Sodeco

01/2017 - 08/2019

- Process and verify credit cards purchase.
- Monitor, process, and mail advanced ticket orders.
- Answer box office telephone and respond to customer questions regarding events, tickets operations, and assist patrons in finding seat locations on seating diagrams.
- Sell tickets and season subscriptions in person at box office desk and over the phone

## Sales Representative and Cashier

Emporio Armani • ABC Achrafieh

03/2016 - 01/2017

- Greets and interacts with customers.
- Consults with customers to understand their needs and preferences related to merchandise.
- Helping customers find items in the store, and ringing up purchases.
- Check for stock at other branches or order requested stock for customers.
- Resolve customer complaints, guide them, and provide relevant information.
- Maintain clean and tidy checkout areas.
- Process returns and check to see if items are damaged

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## Skills

Customer service, Communication skills, Computer literacy, Cash handling, Microsoft office, Time management, Visual Studio, AutoCAD, Java, Python, MySQL

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## Education

### Telecommunication Engineering

Lebanese International University • Beirut

02/2024

### Life Science

Chouaifat Official Secondary School • Mount Lebanon

02/2016

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## Languages

English, Arabic

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