

Hassan Atwi | Store Manager

10+ Years of Experience in Retail Sales with Record-Breaking Sales Achievements

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Lebanese



CORE COMPETENCIES		
English and Arabic	Store Operations	Sales Leadership
MS Office: Word, Excel, PowerPoint	Retail Management	Customer Service
Floor Layout Optimization	Inventory Management	Visual Merchandising

WORK EXPERIENCE

Floor and Store Manager , Fouani Nigeria Ltd, Lagos	Nov 2022 – Feb2024
<ul style="list-style-type: none">• Oversaw the operations of a 4-floor, 600 sqm showroom receiving more 100 customers daily specializing in electronic products, small and large appliances, including over 20 renowned brands such as LG and Hisense.• Directed a team of 30 staff, including locals, installations, technicians, and warehouse personnel.• Managed relationships with 200 resellers and 60 Fouani branches, coordinating activities to ensure stock availability and customer satisfaction.• Established relationships with suppliers, actively managing the procurement process by placing orders to replenish stock.• Managed the end-to-end process of product delivery, ensuring timely and accurate distribution.• Oversaw the strategic display of products and implemented effective pricing strategies to maximize sales and enhance the overall customer experience.• Collaborated with branches to verify stock levels and ensure seamless operations, addressing any potential discrepancies proactively.• Calculated and administered incentives for sales personnel based on performance metrics. • Monitored daily delivery and installation activities, ensuring adherence to quality standards.• Managed the opening and closing procedures, overseeing registered reconciliation and maintaining accurate records of daily showroom expenses.• Generated daily reports on showroom expenses, contributing to strategic financial planning.	
Store Manager(Promotion),,	Aug 2021 – Nov 2022
Assistant Store Manager(Promotion),,	Aug 2018 – Aug 2021
Team Leader,	Aug 2017 – Aug 2018
Nike / Converse, Lebanon	
<ul style="list-style-type: none">• Ensured a high level of customer satisfaction, addressed customer inquiries, concerns, and complaints.• Oversaw the arrangement and display of merchandise ensuring the store's visual appeal aligns with Nike's branding standards.• Monitored and managed inventory levels, coordinate with the corporate office for restocking and replenishment.	

- Provided ongoing training for staff to enhance product knowledge, sales skills, and customer service.

**Seniors Sales (*Promotion*),
Junior 2,
Nike / Converse, Lebanon**

**July 2017 – Aug 2017
Nov 2016 – July 2017**

- Achieved exceptional number of sales by securing 1/3 of monthly team target, receiving a promotion to Senior Sales as a result and special recognition from high management.
- Achieved Number 1 in sales in the branch of Achrafieh.
- Implemented strategic stock management, ensuring the presence of surplus inventory and proficiently selling older collections to maximize sales and achieve targeted goals.
- Managed a team of 4 to 8 employees, resolving operational challenges to ensure a cohesive and efficient work environment.

**Visual Merchandiser,
Sales Representative,
Cashier,
Jack & Jones / Veromoda, Lebanon**

**July 2016 – Oct 2016
June 2016 – July 2016
Oct 2014 – June 2016**

- Worked at Jack & Jones City Center and Hamra branches receiving 50 to 150 customers per day.
- Arranged in-store displays to highlight featured products, promotions, and collections.
- Regularly update mannequin displays to reflect new merchandise and seasonal changes.
- Ensured proper placement and organization of merchandise on racks and shelves.
- Implemented effective product zoning to guide customers through different sections of the store. • Stayed updated on visual merchandising guidelines provided by the brand.

EDUCATION

**Bachelor Degree in International Business Management,
International University, Lebanon**

2021 Lebanese