



Zeina Ismail

Assistant Manager excelled in exceeding company sales goals. Successful at leveraging financial and marketing education to make smart business decisions. Forward-thinking in addressing and resolving concerns, and engaging with customers to promote loyalty and drive sales.

Contact

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Nationality Lebanese

Address Beirut – Lebanon

Date of Birth 11-04-1999

Skill Highlights

- Strategic Thinker
- Team Building
- Order Management
- Product and Service Sales

Technical Highlights

- Microsoft Office (Word, Excel, PowerPoint)

Languages

- Arabic: Native Language
- English: C1

Work Experience

Account Manager

Tecomsa

December 2023 – Present

- Coached sales associates on product knowledge by using wide variety of training tools.
- Reconciled daily sales transactions to balance and log day-to-day revenue.
- Oversee the execution of SMS campaigns, ensuring they align with client goals and industry best practices.
- Monitor campaign performance, analyze results, and provide recommendations for improvement

Account Manager

AE Telco

January 2023 – October 2023

- Build and maintain strong relationships with assigned clients, serving as their main point of contact.
- Understand client objectives, challenges, and industry trends to provide tailored solutions.
- Reconciled daily sales transactions to balance and log day-to-day revenue.

Assistant Manager

Pellini

June 2019 – November 2019

- Performed statistical analyses to gather data for operational and forecast team needs.
- Supervised guests at front counter, answering questions regarding products.

Assistant Manager

Sport Loisir

December 2016 – February 2018

- Monitored cash intake and deposit records, increasing accuracy and reducing discrepancies.
- proactive management of team customer service strategies.
- Upheld company customer service standards to provide customers with outstanding service and friendly environment.

Education

Master 2: Business Administration February 2022 – February 2023
Lebanese International University – GPA: 3.8

Master 1: Business Administration October 2020 – July 2021
Lebanese University

Bachelor Degree: Business Administration October 2017 – June 2020
Lebanese University