



# Ahmad Maatouk

**Date of birth:** 19/08/1999 | **Nationality:** Lebanese | **Gender:** Male | **Phone number:** (+961) 76943493 (Mobile) | **Email address:** [ahmad.mtk.19899@gmail.com](mailto:ahmad.mtk.19899@gmail.com) | **Address:** Beirut, Beirut, Lebanon (Home)

## ABOUT ME

To reveal my skills in Marketing and Management domain. Also to prove my ability of working with groups and to build a career that offers the opportunity to excel and improve. Gaining of experience from my superiors is a daily habit.

## WORK EXPERIENCE

01/06/2023 – CURRENT Beirut, Lebanon

### SHOP GENERAL MANAGER CADEAUX MAATOUK

- Create and implement sales strategies to meet and exceed revenue goals
- Supervise and train staff to provide excellent customer service
- Ensure the store is properly stocked and organized
- Maintain accurate inventory records and order stock as needed
- Oversee cash handling
- Develop and maintain positive relationships with customers and vendors
- Manage expenses to meet budget guidelines
- Maintain a clean and safe shopping environment.

04/04/2022 – 04/05/2023 Doha, Lebanon

### BRAND AMBASSADOR (AMOUAGE) QATAR AIRWAYS (QATAR DUTY FREE)

- Effectively utilize my interpersonal skills to work with customers as well as other team members.
- Educate potential buyer of the benefits offered by the product.
- Maintain an organized file of all paperwork for each event.
- Provide positive image for employer and products offered.
- Develop brand recognition by promoting brand and products while distributing samples and merchandise

01/03/2021 – 25/03/2022 Beirut, Lebanon

### ASSISTANT MANAGER CREMINO SWEETS AND PASTRY

- Assisting the manager in organizing, planning and implementing strategy.
- Coordinating day-to-day operations.
- Ensuring that company guidelines are followed.
- Setting up and organizing schedules.
- Reporting any problems or accidents to senior management.
- Monitoring customer and client satisfaction.
- Managing customer complaints and resolving their issues.
- Assisting with procurement of inventory and supplies.

01/08/2019 – 30/07/2020 beirut, Lebanon

### SHIPPING TEAM LEADER AL NAJJAR COMPANY (ANC)

- Responsible for the full exports process from trucking, documentation, following up with custom clearance and shipping line procedures.
- Maintain and develop relationships with existing customers in person and via telephone calls.
- Leader for around 20 employees and managing the shipping process.

01/07/2016 – 01/09/2018 Beirut, Lebanon

### SALESMAN PUNTO CLOTHES SHOP

- Meeting and understanding the needs of the customers.
- Present the product or service favorably and in a structured professional way.
- Listen to customer requirements and present appropriately to make a sale.
- Negotiate the terms of an agreement and close sales.

● **EDUCATION AND TRAINING**

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2017 – 2020 Lebanon  
**BACHELOR IN ACCOUNTING AND AUDITING** Lebanese University

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**Address** Hadath, Lebanon

2020 – 01/10/2022 Hadath, Lebanon  
**MASTER IN ACCOUNTING AND AUDITING** Lebanese University

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● **LANGUAGE SKILLS**

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Mother tongue(s): **ARABIC**

Other language(s):

|                | UNDERSTANDING |         | SPEAKING          |                    | WRITING |
|----------------|---------------|---------|-------------------|--------------------|---------|
|                | Listening     | Reading | Spoken production | Spoken interaction |         |
| <b>ENGLISH</b> | C1            | C1      | C1                | C1                 | C1      |
| <b>GERMAN</b>  | A1            | A1      | A1                | A1                 | A1      |

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

● **DIGITAL SKILLS**

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Content Creator

**Personal Skills**

Good listener and communicator | Goal-oriented | Managing Report | Handle Pressure | Time Management | Team work spirit | Work Organizer | Analytic skills

**Computer Skills**

Microsoft dynamics ax pos | Microsoft Excel | Fast Lerner for any kind of software if needed | Microsoft Powerpoint | Microsoft Word | Social Media Expert