

Serge Ibrahim

Salesperson

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Nationality – Canadian

Experienced salesperson with knowledge in multiple industries ranging from real estate to business-to-business services. My comprehensive background across various industries and multiple countries in sales has significantly broadened my client base and expanded my international professional network, while also enhancing my ability to manage relationships with people from different cultures.

EDUCATION

BA Business Administration 2019-2023 University Saint-Joseph | Beirut, Lebanon **PROFESSIONAL**

EXPERIENCE

Real Estate Broker 2024 Alexander Johnson Group | Dubai, United Arab Emirates

- Built a network with potential clients, agents, and property managers to develop a trustworthy relationship.
- Advised clients on market conditions, prices, legal requirements, and related matters.
- Demonstrated exceptional customer satisfaction and managed to finalize deals with major clients.

Senior Investment Advisor 2023-2024 Allegiance Real Estate | Dubai, United Arab Emirates

- Promoted sales of properties through advertisement, open houses, and participation of multiple listings.
- Conducted calls with potential clients and utilized sales techniques to assure the sale.
- Created and negotiated offers for clients to purchase and sell properties.

Business Development Associate 2023 Vocus Communications Tech Inc. | Beirut, Lebanon

- Fostered and maintained relationships with key stakeholders, to find consistent business opportunities and cross-selling services.
- Led client presentations and negotiations, to optimize costs, and achieve sales targets monthly.
- Updated databases daily with client interactions and results.
- Conducted regular quality assurance checks on database entries, ensuring accuracy and reliability of data for

informed decision-making and strategic planning. **Sales Associate 2022-2023** Zara | Beirut, Lebanon

- Mastered product knowledge across diverse collections, offering expert guidance to customer and increasing cross-selling opportunities.
- Efficiently managed inventory and replenishment, ensuring popular items were consistently in stock, to meet customer demand.
- Proactively resolved customer concerns and inquiries, therefore cultivating a loyal customer base and achieving a 95% customer satisfaction rate.
- Demonstrated exceptional customer service skills, consistently exceeding monthly sales goals by 10% through personalized interactions with clients.

SUMMARY SKILLS & LANGUAGES

IT Skills – Microsoft Office, G-Suite

Languages – English (Native), French (Native), Arabic (Fluent)