

Wissam Issa

Customer Relations | Finance & Billing | Management Department

Address: Beirut, Lebanon | Phone: +961 71 663 744

Email: w.issa91299@gmail.com | LinkedIn: [Wissam Issa](#) | Nationality: Lebanese

Summary

A dedicated and creative Finance graduate with 5+ years of experience in the F&B and Sales & Retail industries. Responsible for the effective and successful management of labor, productivity, quality control, financial transactions, bill reports and customer relations. Effective leader who performs well in a collaborative environment with clients and coworkers. Adept at providing accurate services and their technical feasibility. Seeking to work in an environment that is conducive to my intellectual, professional, and personal growth, where I can contribute significantly to the growth of the team/organization with strong experience and expertise leading to success.

Experience

Infrastructure Data Specialist (Freelance Project) – 10/2024 to 12/2024
Phoenix Wireless Services (Remote)

- Managed and updated utility pole and node data for an infrastructure analysis project using **Talonview** software.
- Conducted data tagging and entry processes, taking ownership of nodes and ensuring precise descriptions and updates.
- Processed node and pole information through multiple workflows, including real-time updates in Talonview and detailed **data entry** using **Excel** templates tailored to pole ownership requirements.
- Uploaded validated datasets to Talonview and ensured seamless integration with project tracking systems.
- Monitored and updated pole and node statuses via **Salesforce**, including tracking completed nodes, identifying on-hold poles with reasons, and maintaining project progress visibility.
- Collaborated closely with project coordinators to **meet deadlines** and deliver accurate infrastructure data efficiently.
- Ensured adherence to **quality control standards**, maintaining a high level of detail and precision in all project tasks.

Billing Clerk – 11/2023 to 09/2024
Librairie Antoine, Beirut, Lebanon

- Oversaw all **billing transactions** related to the internal branches and external clients.
- Issued invoices** and returns in compliance with internal policies in regard to prices, discounts and controls.
- Maintained logs of activities and completed tasks.
- Identified and rectified **data entry inaccuracies**, and promptly notified supervisors of any discrepancies.
- Prioritized **customer satisfaction** by adhering to deadlines and timelines.
- Conducted daily quality control assessments to **ensure accuracy** and consistency.
- Issued basic receivables invoices on the **Dolphin** system.

Assistant Manager – 04/2023 to 10/2023
Jack & Jones/ Vero Moda Retail Shop, Beirut, Lebanon

- Opened the shop on a daily basis and make sure that all the lights and systems are functioning properly.
- Ensured that all doors are open and that the cash is organized and ready to serve customers.
- Checked emails on a daily basis and take action upon them.
- Monitored the **Navigation** system by checking the pending transfers, stock level, basket size, basket quantity, etc..
- Received and shipped the necessary transfers from and to the corresponding shops and warehouse.
- Received shipments** of current and new items, input them to the system, as well as price the items and display them on the floor later on.
- Delegated tasks** to the staff members and informing them of their breaks and **sales performance** to meet the monthly individual and shop target.
- Sent **weekly reports** such as schedule, attendance, staff sales, best selling items, pending transfers, etc..
- Made sure to count the cash and enter the necessary data to the system after closing the shop, also put the cash and daily reports in the corresponding envelops and place them in the safe.

Salesperson – 03/2019 to 07/2020
Jack & Jones/ Vero Moda Retail Shop, Beirut, Lebanon

- Established and maintained good relationships with the clients to negotiate regarding the quality of the products, variation in prices, and client preferences and specifications.
- Communicated with clients to gather accurate feedback regarding the products for future buying trends, while providing direct advises to the clients.
- Kept the direct manager informed by providing **daily reports** and proving recommendation for **business growth**.
- Interacted and listened to the customers to cater their demands and needs and resolve any complaints at real time to provide customer satisfaction.
- Ensured that all company **merchandising standards** were followed and accurately executed, while assisting in the merchandise display.

Retail Assistant – 08/2018 to 02/2019
Spinneys, Beirut, Lebanon

- Was responsible for the **operational duties**: review the expiry labels, arrange items on the retail shelves using the first in first-out concept, while assembling boxes accurately.
- Ensured that the **safety and health protocols** were being upheld especially during emergency evacuations drill to avoid injuries.

- Led the team and ensured that quality standards are met through monitoring and training.
- Managed account relationships and built strong relationship with clients; handled and resolved all customer’s complaints.

Cashier – 01/2018 to 06/2018
McDonalds, Beirut, Lebanon

- Provided customers with order time and payment information and processed **cash and credit card transactions**, also guided customers about where and when to pick up their orders.
- Packed prepared orders and ensured that all condiments such as sauces and ketchup were put in the bag.
- Tallied cash drawers at the end of each shift and ensure that any **discrepancies** are promptly seen and resolved.
- Ensured that sufficient change is available at the beginning of each shift.

Internship

Trainee – Loss Prevention and Auditing – 07/2023 (1 month training)
Fashmore, Beirut, Lebanon

- Was responsible for the loss prevention and auditing.
- Managed the inventory by performing **cycle counts**, monitor them, and **prepare reports** to detect positive and negative margins, outstanding and lost items.
- Handled all the **stock levels**, tracked the inventory levels, and informed the management team of any issues.
- Monitored the products and investigated on any lost goods through inventory counts.
- Reported any missing item to the management team.
- Provided recommendation for policies to assist in areas of weakness and mitigate loss.

Education

Bachelor’s degree in Banking and Finance – 2021
Lebanese International University, Beirut, Lebanon
GPA: 3.5/4

Certifications

- Creative Thinking**, UNICEF – 2021
- Analyzing Performance Ratios**, COURSERA – 2023
- Introduction to excel**, COURSERA – 2023
- How to Use ProfitBooks**, COURSERA – 2023
- Create a Promotional Video Using Canva**, COURSERA – 2023
- Create Social Media Posts Using Canva**, COURSERA – 2023

Skills & Expertise

- | | |
|--|--|
| <ul style="list-style-type: none">• Leadership & Team management• Communications & Negotiations• Problem Solving & Critical Thinking• Strategic Planning & Organization• Adaptability• Project Management• Data Entry• Planning and Organization• Customer Service• Presentation Skills | <ul style="list-style-type: none">• Data Analysis• Budgeting & Forecasting• Communication Skills• Microsoft Office• Time Management• Meeting Deadlines• Self-Motivated• Teamwork• Cash Management• Emotional Intelligence |
|--|--|

Languages

Arabic: Native | **English:** Fluent | **German:** Beginner