

ABIR IBRAHIM ELNESER

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SUMMARY

Detail-oriented senior student in Accounting Information Systems, with a passion for organizing, planning, and coordinating. My background as a Store Cashier and Retail Sales Associate improved my ability to manage money efficiently, communicate empathetically, and create positive customer experiences, leading to a strong interest in customer service. I'm a good listener and enjoy resolving inquiries quickly, which deepened my understanding of digital sales and customer behavior. As a trilingual professional, I can connect with diverse clients and support teams across languages and cultures. I'm excited to contribute to this team and help drive business goals forward.

WORK EXPERIENCE

Store Cashier & Retail Sales Associate **Aug 2018 - Dec 2024**

- On-Site (Maracaibo, Venezuela), At Delifest Mcbo
- Managed daily cash transactions, ensuring accurate cash flow and smooth operations.
- Led projects, facilitated teamwork, and communicated effectively to align financial goals with business needs.
- Developed sales strategies and implemented social media marketing to boost performance.
- Offered strong customer care, solved problems proactively, and negotiated effectively to build lasting client relationships.
- Assisted in maintaining store organization, inventory management, and product displays to enhance the shopping experience.
- Promoted store promotions and products, contributing to an increase in sales and customer engagement.
- Trained new employees on customer service techniques, store procedures, and product knowledge.
- Handled returns and exchanges, maintaining customer satisfaction and store policies.

EDUCATION

Bachelor's degree in Accounting Information Systems **Expected Graduation: Aug 2026**
Lebanese International University (LIU)

Bachelor's degree in Accounting Information Systems **Jun 2018**
Lebanese International University (LIU)

SAT 1 & SAT 2 **2015**
The College Board - Aley, Beirut (On-Site)

SKILLS

- Accounting · Finances · Sales Strategy · Project Management
- Budgeting · Customer Behavior · Risk Management · Business Analysis
- Problem-Solving · HR · Customer Service · Teamwork

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Certificates

Project Management

By INJAZ Lebanon x PMIEF

Workshop at LIU (12, May, 2025)

Mastering AI in Business

By Corporate Trainer Mr. Hassan El-Zein

Workshop at LIU (03, May, 2025)

Building Candlestick Charts with Google Sheets

By Coursera Project Network

May - 2025

Create a Google Ads Search Campaign

By Coursera Project Network

May - 2025

Create a Custom Marketing Analytics Dashboard in Data Studio

By Coursera Project Network

Apr - 2025

HubSpot: Working with a Ticketing System

By Coursera Project Network

Apr - 2025



Seminars/Webinars

Auditing: Internal Control

By LACPA Mr. Rabih Beyh

Seminar at LIU (19, May, 2025)



Internships

People Operations

Company: Culturelligence

Contract: 3m (Remote) (May - Present)



Additional Information

- **Software Tools:** Microsoft Office, Google Meet, Zoom.
- **Accounting Tool besides Microsoft Excel:** Zoho Books.
- **CRM:** HubSpot, Zoho, Notion, Trello, and ClickUp.
- **Time Management Apps:** Clockify and Toggl Track.
- **Digital Marketing and General Designs:** Canva.
- **Languages:** Arabic (Advanced), English (Fluent), Spanish (Native), and currently learning French.