

AHMAD AL KHATIB



Bchamoun



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EXPERTISE

- ✓ Customer Service & Conflict Resolution
- ✓ Cash Handling & POS Systems
- ✓ Upselling & Sales Techniques
- ✓ Team Leadership & Training
- ✓ Multitasking in Fast-Paced Environments
- ✓ Proficient in MS Office (Excel, Word PowerPoint) for reports and data management

EDUCATION

42 Schools Beirut

- Currently pursuing a peer to peer, project based program in software development.
- Developed skills in problem solving, teamwork, and adaptability valuable for customer service efficiency.
- Projects involved collaboration under pressure, similar to fast paced retail hospitality environments.

CAREER SUMMARY

Results driven customer service professional with experience in retail, sales, and hospitality. Skilled in handling customer inquiries, resolving complaints, and driving sales while maintaining a positive brand image. Proven ability to manage teams, handle cash, and upsell products seeking a lucrative customer service role with growth opportunities. Detail-oriented customer service professional with 2+ years of experience in retail and hospitality. Skilled in problem-solving, active listening, and Microsoft Office, with fluency in English and Arabic.

EXPERIENCE

Bartender & Receptionist at Titanium gym (January – June 2024)

- Handled **membership sign-ups, payments, and inquiries** at the front desk.
- Served drinks, managed inventory, and ensured a welcoming atmosphere.
- Resolved customer issues promptly, improving member retention.
- Resolved customer complaints efficiently reducing escalations by 30%.

Cashier at Top Brands Outlet (June – December 2024)

- Managed cashier operations, processed payments, and balanced registers with 100% accuracy.
- Assisted as floor manager, handling customer complaints, restocking, and training new staff.
- Boosted customer satisfaction by providing quick solutions and personalized service.

Sales Associate at Nike (January – June 2025)

- Provided expert product knowledge, increasing upselling by 20%.
- Assisted customers in finding the right products, improving repeat business.
- Maintained store appearance and organized promotions to drive foot traffic.