

# ABDALLAH BATTIKHA

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02/12/1993, Single, Male, Lebanese, Lebanon  
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## PROFESSIONAL SUMMARY

I am highly organized, efficient and proactive Sales Retail. Utilizing my initiative and report writing skills, I deliver high-quality work consistently while meeting deadlines and maintaining confidentiality with strict adherence to internal rules and processes and to employment law. Now, I am seeking a new opportunity where I can apply my technical expertise and interpersonal skills within your firm with solid growth prospects.

## Relevant Work Experience

**CAFU UAE (Fully Remote)** Lebanon, 2024 - Present

### Sales Development Representative Manager (UAE & Canada)

- Prospect & Identify potential B2B customers through Various channels (Cold calling,email outreach,Social Media etc).
- Conduct thorough research, qualify leads and engage clients to set meetings with the sales team & close deals.
- Build & maintain strong relationships with pthe prospects to nurture them through the sales funnel.
- Collaborate with the sales team to develop new strategies for lead generation and providing them with sales metrics & forecasts.
- Manage the renewal process for existing B2B clients including contract negotiation & documentation.

**Bank of Beirut S.A.L.**

Lebanon, 2015 -2024

### Universal Teller

- Greeting customers and assisting with their banking needs, such as opening accounts, making deposits, and withdrawing funds.
- Processing various types of transactions, including cash, check, and electronic transactions.
- Responding to customer inquiries and resolving any issues or concerns they may have.
- Following all bank policies and procedures related to security, customer privacy, and financial regulations.

**Darcom Real Estate S.A.L**

Lebanon , 2020 -2023

### Customer Relations & Real Estate Agent

- Showing properties to potential buyers and renters.
- Presenting purchase offers to sellers.
- Facilitating negotiations between buyers and sellers.
- Helped in successfully closing 25 + Transactions.

**Abou el Zouz Restaurant**

Lebanon , 2012 – 2017

### Operation Manager

- Plan & execute marketing after market study and advertising strategies & Benchmarking.
- Monitor actions of staff and customers to ensure health and safety standards are met.
- Analysing sales levels & profitability,preparing cash drawers and petty cash control.
- Payment & check preparation for all inventory suppliers.
- Coordinating the entire operation of the restaurant during scheduled shifts.
- Organize, plan and prioritize, operational performance reporting.

## EDUCATION

**Sagesse University** – Master's Degree of Business Administration, Finance.

Lebanon, 2019

**Sagesse University** - Bachelor Degree, In Banking and Finance.

Lebanon, 2015

## CERTIFICATES & TRAININGS

- Introduction to Cyber Security by Cisco Netacad, 2025
- Career Essentials in Business Analysis by Microsoft, 2025
- Network Basics by Cisco Netacad, 2025
- Blockchain and Cryptocurrency deep dive by Binance,2024
- Civil Defense Volunteer, 2019
- Anti Money Laundering, by Bank of Beirut, 2018
- Customer Interactions by Trace , 2018
- Lebanese Financial Regulations by ESA, 2018
- Time Management Level 2 by Trace, 2017
- Communication Skills Level 2 by Trace, 2016

## TECHNICAL SKILLS

- Ms Office (Word, Excel...)
- Sales force
- CRM (Customer Relationship)
- Block Chain Technology
- Crypto Currency
- HubSpot CRM

## LANGUAGES

- Native in Arabic
- Fluent in English
- Advanced in French

## AREA OF EXPERTISE

- Communication Skills
- Leadership Skills
- Time management Skills
- Confidentiality Skills
- Attention to details Skills
- Problem – solving Skills
- Interpersonal Skills
- Customer service Skills