

# Ahmad hajj hassan

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## WORK EXPERIENCE

**BBAC Bank-Bank teller** **AUG 2025 – Present**

- Process deposits, withdrawals, transfers, and loan payments accurately.
- Deliver professional customer service and resolve client inquiries.
- Balance cash drawer daily while ensuring compliance with bank policies

**ABC Verdun-Sales associate** **MAR 2025 - AUG 2025**

- Delivered customer service and styling advice for brands like Sandro, Maje, and Tressé
- Exceeded sales targets through upselling and client relationship management
- Maintained product knowledge to enhance customer experience

**HENKEL-Marketing intern, Zouk mosbeh** **JUL 2024 - SEP 2024**

- Conducted market visits and prepared detailed reports on competitor activity, in-store promotions, and customer behavior.
- Collaborated with the marketing manager to conduct in-depth research on hair coloring trends and competitors, utilizing big data analysis in Excel to evaluate color preferences and hair types.
- Analyzed the brand's social media content to assess engagement performance across formats (posts, reels, videos), identifying trends to guide future content strategy.
- Presented findings and creative ideas to the marketing team through structured internal presentations.

**Binary Cords-Marketing intern, Beirut** **JUN 2023 - AUG 2023**

- Gained skills in SEO, SEM, email marketing, content strategy, and online advertising
- Planned and executed a marketing campaign with SWOT analysis, competitor research, pricing, and scheduling
- Designed social media content with Canva to boost brand presence and audience engagement

**Content Creator-Freelancer, Beirut** **JUN 2021 - JUL 2022**

- Created engaging visual content and social media posts using Canva tailored to the brand's identity.
- Managed and grew a social media page by consistently publishing creative and relevant content.
- Developed and executed Instagram ad campaigns to boost reach and engagement.

## EDUCATION

**Beirut Arab University, Beirut, Lebanon** **SEP 2021- JUN 2025**

Bachelor of business administration in Marketing

## CERTIFICATIONS

**Selling Skills-Certificate** **APR 2025**

Adapted communication to engage customers, build rapport, and resolve issues professionally.

**Social media Marketing-Certificate** **JUL 2024**

- Promoted businesses effectively through social media platforms and mastered key marketing challenges.
- Delivered a comprehensive project showcasing the knowledge and skills gained throughout the course.

**IC3-Certificate** **OCT 2022**

Gained solid skills in Excel, PowerPoint, and Word through hands-on learning.

## SKILLS

- Languages: Arabic(native), English and French(fluent).
- Marketing tools: Canva, social media ads, SEO, SEM.
- Soft Skills: Communication, Problem solving and decision making, Sales, Creativity.