


# Hasan Akar

✉ [Hasan.ak7@hotmail.com](mailto:Hasan.ak7@hotmail.com) ☎ +96171960302  [linkedin/hasan-](https://www.linkedin.com/in/hasan-) 📍 Beirut 🇱🇧 Lebanese

---

## Professional Summary

Experienced professional with a strong background in business management, retail operations, customer service and sales where I've led teams, managed store performance, and built strong customer relationships. Proven ability to efficiently manage daily operations and coordinate production and logistics. Worked with international brands across different sectors, gaining expertise in leadership, strategy, and cross-functional operations.

---

## Education

### Bachelor's Degree in Business Administration Management

/ 2014 – 2017 / American University of Culture and Education (AUCE), Beirut, Lebanon

---

## Professional Experience

### Operations Manager

*Sandra J Bags – Head office, Beirut*

*Feb 2024 – Present*

- Oversee daily operations across production, logistics, quality control, and customer relations
- Coordinate with regional teams in KSA, UAE, Kuwait, and Qatar to ensure smooth workflow
- Manage cost control, inventory, and order fulfillment
- Ensure product quality and timely deliveries
- Support accounts and maintain strong client relationships

### Sales Specialist/ IQOS Brand Ambassador

*Philip Morris International (PMI) – Beirut Duty Free*

*Sep 2019 – 2023*

- Engaged with customers to provide product information and address inquiries.

- Conducted live demonstrations and guided customers through trials.
- Promoted products and drove sales, including upselling.
- Maintained accurate customer profiles and registration data.
- Collaborated with the team to meet sales targets and increase brand visibility.

*Subdued – Beirut ABC Mall*

**Store Manager** *March 2018 – Sept 2018*

- Managed daily store operations including cashiering, visual merchandising, and inventory control
- Supervised and trained store staff to deliver excellent customer service
- Ensured sales targets were met and maintained store standards
- Handled customer inquiries and resolved issues promptly

**HR Assistant** *2014 – 2015*

- Assisted in onboarding and staff scheduling
- Supported HR-related administrative tasks

**Trainee** *June 2017 – May 2017*

- Supported sales operations using the store's retail system and assisted customers
- Gained knowledge of store processes, inventory, and merchandising

**Assistant Store Manager**

*Puma Group – Beirut Down Town*

*Sep 2014 – May 2017*

- Managed cashier operations and ensured accurate transaction processing
- Delivered excellent customer service, addressing inquiries and resolving issues
- Assisted in daily store management, including supervising staff and maintaining store standards
- Supported sales targets through effective team coordination and inventory oversight

---

## **Key Skills**

### **Technical Skills**

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Google Workspace (Docs, Sheets, Drive, Calendar)
- Virtual Meeting Tools (Zoom, Microsoft Teams)

## **Personal Skills**

- Effective communication and interpersonal skills
  - Strong organizational skills and multitasking abilities
  - Adaptability in fast-paced environments
  - Detail-oriented and results-driven
  - Excellent time management skills
  - Strong leadership skills
  - Inventory & supply chain management
  - Logistics coordination
  - Strategic planning & execution
  - Vendor & stakeholder management
- 

## **Languages**

- Arabic: Native
  - English: Fluent
  - French: Intermediate
-