

# HUSSEIN TARHINY

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## PROFESSIONAL SUMMARY

Results-driven Retail & Operations Supervisor with over 6 years of experience in retail management, sales, customer service, and financial transactions. Proven ability to lead teams, increase sales performance, manage cash operations accurately, and maintain high customer satisfaction standards. Strong ability to work under pressure, including PM and overnight shifts.

## CORE COMPETENCIES

- Retail & Shop Management
- Sales & Business Development
- Customer Service Excellence
- Cash Handling & Financial Transactions
- Inventory & Stock Management
- Team Leadership & Staff Training
- Call Center Operations
- CRM & Customer Retention
- Microsoft Office (Excel, Word)

## PROFESSIONAL EXPERIENCE

### **Shop Manager – Coach Tobacco (2023 – Present)**

- Manage daily shop operations including sales, stock control, and cash management.
- Supervise and train staff to improve service quality and sales performance.
- Monitor revenue and implement strategies to increase customer retention.
- Ensure accurate cash handling and financial reporting.

### **Shop Manager – 007 Mobile (2019 – 2022)**

- Directed full retail operations including sales, after-sales support, and inventory control.
- Managed warranty claims, troubleshooting, and product exchanges.
- Set sales targets and monitored team performance.
- Trained staff in sales techniques and customer service standards.

### **Sales Representative – Zizzete Group (2022 – 2023)**

- Promoted products and consistently met sales targets.
- Built strong client relationships to secure repeat business.
- Resolved client issues efficiently to maintain loyalty.

### **Call Center Agent – Liban Call (2017 – 2019)**

- Handled inbound and outbound calls professionally.
- Assisted customers with inquiries and troubleshooting support.

- Maintained accurate records of customer interactions.

## **EDUCATION**

Bachelor's Degree in Management Information Systems (MIS)  
Arab Open University – 2018

## **LANGUAGES**

Arabic – Native  
English – Upper-Intermediate (B2)  
IELTS – B2