

Rimah Awwad

Store Manager

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PROFESSIONAL SUMMARY

Experienced Store Manager with over 7 years in retail management, specializing in multi-store operations, team leadership, sales optimization, and customer service excellence. Skilled in driving store performance, training staff, and creating engaging retail environments that boost customer satisfaction and profitability.

EXPERIENCE

Franchise Retail Concept	03/2024 – Present
<i>Store Manager</i>	Beirut
Managing two retail branches, ensuring smooth operations and consistent standards	
Supervising and training staff to maximize productivity and deliver excellent customer service	
Overseeing inventory, stock rotation, and visual merchandising across multiple stores	
Implementing sales strategies to increase revenue and achieve company targets	
Monitoring financial performance and applying cost-control measures	
Basic Outlet Stores	11/2022 – 02/2024
<i>Store Manager</i>	Beirut
Managed a team of up to 9 employees per shift with effective scheduling and performance reviews	
Conducted inventory audits, optimized store layout, and improved sales presentation	
Monitored financial performance, controlled expenses, and ensured loss prevention compliance	
Trained cashiers and staff in customer service and operational procedures	
Basic Outlet Stores	08/2019 – 10/2020
<i>Assistant Manager</i>	Beirut
Directed and supervised employees, ensuring efficient operations across all floors	
Conducted staff training sessions to enhance product knowledge and performance	
Resolved customer complaints to maintain satisfaction and loyalty	
Basic Outlet Stores	09/2017 – 07/2019
<i>Sales Associate</i>	Beirut
Delivered excellent customer service, consistently exceeding monthly sales targets	
Supported store display setup and monitored stock availability	

EDUCATION

Lebanese University

2014 – 2017

Bachelor's in Business and Finance

SKILLS

- Retail Operations & Multi-Store Management
 - Inventory & Loss Prevention
 - POS Systems & Microsoft Office
 - Leadership & Team Training
 - Sales Growth & Target Achievement
 - Customer Service Excellence
 - Time Management & Problem Solving
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LANGUAGES

Arabic

English

French