

JOE SAADE

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Very enthusiastic and active person looking to learn and grow with the company and apply strong interpersonal skills in the position I occupy. Eager to utilize strong problem-solving abilities and a friendly attitude in customer service role to create positive customer experiences.

EXPERIENCE

2016 – 2019

KITCHEN STAFF/CASHIER, BURGER KING

As a kitchen staff: responsible of guaranteeing the kitchen area's cleanliness and organization and confirm the work process follows health and safety regulations.

As a cashier: responsible of greeting customers, providing them with relevant information, and resolve any complaint to ensure customers' satisfaction; as well as handling cash or credit cards.

After undergoing an evaluation I obtained a certificate in Basic Food Hygiene.

2019 – 2023

CASHIER & SALES ASSOCIATE/SHIFT MANAGER & CUSTOMER SERVICE, MEDCO

Assuring an excellent customer's experience through assisting the customer's purchase of goods by suggesting available options and cross selling products, also providing the customers with the best solutions to enclose the situation and give them satisfaction.

Ensure proper customer service to build productive trust relationships with customers including check presentable condition of the shopping area, fix the returns of merchandise and process POS purchases.

Stock control.

2024 (JAN–JUN)

CASHIER/ONLINE ORDERS PICKER/TEXTILE SECTION SUPERVISOR, CARREFOUR

Promoted constantly due to my experience and productivity. Responsible of the showroom. Filing reports of quantities of every items and send the demand than receiving the orders and items distribution. Organizing the warehouse.

JUNE 2024 – APRIL 2025

SECTION MANAGER BEVERAGES SECTION/SECTION MANAGER NON-FOOD SECTION/SECTION MANAGER FOOD SECTION, METRO SUPERMARKET

Read daily mails and reports and respond accordingly. Handling stolen items and



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returns of damage items. Controlling expiry-date inventory by identifying each item's expiry-date and remove the expired ones. Leading my team for a fair tasks distribution and supervise them to assure the job execution. Checking up repeatedly the filling of items on each shelf. Finding solutions to fulfill customer needs and solving the problems of the team members.

EDUCATION

AUGUST-SEPTEMBER 2023

CERTIFICATE, CARITAS LEBANON

ICT – digital marketing (with adobe photoshop)

JUNE 2020

BT3 DS3 ELECTRICAL INDUSTRY, TECHNICAL HIGH SCHOOL OF AAJALTOUN

SEPTEMBER 2024

2ND YEAR BUSINESS MANAGEMENT, LEBANESE CANADIAN UNIVERSITY

SKILLS

- Communication, active listening, persuasion, and patience.
- Problem solving strategically.
- Time management.
- Record keeping.
- Invoicing.

ACTIVITIES

Perseverant member in a football team. Design and video skills.

