

EVA KHADDAJ

Marketing and business Administration Graduate | Skilled in Management, Sales, and Customer Service
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SUMMARY

Motivated marketing graduate with hands-on management and customer service experience. Skilled in operations, team leadership, and social media engagement. Passionate about business development and animal welfare.

WORK EXPERIENCE

Sales and store manager , Sniffers Pet Shop **Jul 2024 - Present**

- Provided excellent service to ensure high levels of customer satisfaction.
- Managed day-to-day operations of the store and supervised staff.
- Oversaw sales activities and customer service performance.
- Handled orders from suppliers and customer requests efficiently.
- Managed salary records and payroll processing.
- Conducted data entry for daily sales, inventory, and accounting records.
- Tracked inventory levels and coordinated restocking to maintain supply flow

Manager and accountant , Fizir Cafe **Mar 2021 - Dec 2022**

- Managed cafe operations and supervised staff to ensure smooth daily performance.
- Organized and executed events from start to finish (planning, setup, coordination, and follow-up).
- Oversaw stock control and inventory management to maintain optimal supply levels.
- Handled financial records, accounting tasks, and payroll management.

Call center representative, We Deliver **Jun 2023 - Aug 2023**

- Handled incoming customer calls and inquiries in a professional and timely manner.
 - Assisted customers with delivery updates, complaints, and special requests.
 - Coordinated with the logistics team to ensure accurate and on-time deliveries.
 - Recorded customer information and order details using internal systems.
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EDUCATION

Lebanese International University-Bachelor's in Business Administration **Sep 2021 - Jul 2024**
in Marketing

SKILLS

- **Marketing Skills:** CRM, Event Planning, Canva (Basic Design)
- **Technical and Computer Skills:** Microsoft Office, POS and inventory Systems, Google Workspace (Docs, Sheets, Drive).
- **Language Skills:** English(fluent), Arabic(Native), French(Basic), Spanish(Basic)
- **Communication and Interpersonal Skills:** Customer Service Excellence, Team Collaboration, Public Relations, Multitasking under pressure
- **Management and Business Skills:** Leadership and Team Management, Sales Strategy, Decision-Making and Problem-Solving, Time Management and Organization