

LOAY WALID OTHMAN

SALES & CUSTOMER SERVICE EXPERT

Tel: +961 76 878 653 | loayothman762@gmail.com | [linkedin.com/in/loay-othman-39206b182](https://www.linkedin.com/in/loay-othman-39206b182)

Lebanese | D.O.B 12/14/1998 | Sidon, Lebanon

Professional Objective

Dedicated Business Management professional with over 6 years of experience in customer service, sales support, and administrative operations within fast-paced environments. Proven ability to enhance customer satisfaction, manage client relationships, and support business growth through efficient operations and service excellence. Seeking to contribute to a progressive organization in sales, customer service, or administrative roles.

Work Experience

RESTAURANT MANAGER

Sandwich Farid | Saida, Lebanon | 2024 – Feb 2026

- Oversaw daily operations while ensuring high levels of customer satisfaction and service quality.
- Managed customer interactions, resolve complaints, and build strong client relationships.
- Monitored sales performance, cash handling, and daily financial reporting.
- Coordinated with suppliers, manage inventory, and control operational costs.
- Trained and supervised staff to deliver consistent customer-focused service.

ADMIN & ACADEMIC ADVISOR

Practical Accounting Academy | Saida, Lebanon | 2023 – 2024

- Provided personalized guidance to students, promoting courses based on their career goals.
- Managed registrations, student records, and administrative documentation.
- Conducted follow-ups with clients to ensure satisfaction and retention.
- Coordinated between departments to streamline administrative processes.
- Supported reporting and data organization for management review.

CAFÉ/BAR MANAGER

Inhouse Café | Saida, Lebanon | 2018 – 2023

- Progressed from Bar Manager to Café Manager based on performance and leadership.
- Delivered excellent customer service, ensuring a positive customer experience.
- Managed POS transactions, cash handling, and daily sales operations.
- Supervised staff, scheduled shifts, and ensured efficient workflow.
- Handled customer inquiries and complaints with professionalism.
- Managed stock levels, supplier relations, and inventory control.

Education

BACHELOR'S DEGREE IN BUSINESS MANAGEMENT

Lebanese International University (LIU) | Saida, Lebanon | 2025

Skills

- Fluent in Arabic and English
- POS Systems
- MS Office (Word, Excel, PowerPoint)
- Customer Relationship Management
- Sales Support & Upselling Techniques
- Client Retention & Satisfaction
- Complaint Resolution & Problem Solving
- Communication & Negotiation
- Office Administration
- Data Entry & Record Management
- Reporting & Documentation
- Coordination & Scheduling
- Team Supervision & Management
- Inventory & Stock Management
- Adaptability & Time Management
- Process Improvement