

Rawad Derbieh

Sales agent / Appointment setter

Hardworking and ambitious student pursuing a Bachelors in Business Information Systems, eager to achieve more in business and programming. Experienced Sales Agent and appointment specialist at GTD Ceramica and THE SCENT perfume shop with strong skills in customer relations, sales, and problem-solving. Currently expanding expertise in technology and design, striving to grow professionally and contribute effectively in every role.



✉ rawadderbieh470@gmail.com

📍 Hasbaya, Lebanon

📞 961 81896802

🌐 [linkedin.com/in/%0Arawad-derbieh-b451373a5](https://www.linkedin.com/in/%0Arawad-derbieh-b451373a5)

EDUCATION

Study Program

Bachelors in Business Information Systems
Modern University for business & Science(2025 - present)

WORK EXPERIENCE

Sales Agent / Appointment Setter GTD CERAMICA

2023 - Present

Achievements/Tasks

- Managed a portfolio of clients, maintaining strong relationships and ensuring high customer satisfaction.
- Achieved sales targets and contributed to company growth.
- Conducted product presentations and consultations tailored to client needs.
- Coordinated with internal teams for order processing, logistics, and inventory management.
- Resolved customer complaints efficiently, enhancing client retention.
- Scheduled appointments between clients and sales representatives

Sales agent THE SCENT perfume shop

2023 - Present

Achievements/Tasks

- Assisted customers in selecting perfumes based on preferences and occasions
- Delivered excellent customer service to increase repeat sales
- Handled cash transactions and maintained attractive product displays

Technology & Design Hub (Connect IN) Tech Role in the SDL(MUBS rashaya)

2025

Achievements/Tasks

- Gained hands-on experience in various technology roles within software development lifecycle
- Contributed on-site projects while learning advanced business and programming applications.
- Strived to improve skills and achieve professional milestones.

SKILLS

- Sales & Business Development
- Customer Relationship Management (CRM)
- Negotiation & Closing Deals
- Market research & Product Knowledge
- Programming & fundamentals Technology Adaptability
- Communication & Presentation Skills
- Team collaboration & Problem Solving
- Microsoft office& Sales/Tech Software

PERSONAL PROJECTS

Personal Sales Development Project

- Independently worked on developing sales skills by practicing customer communication, product presentation, and closing techniques. Focused on understanding customer needs, handling objections, and building trust to improve sales performance in real-life selling environments.

ORGANIZATIONS

Giving Youth Group Ayn jarfa (2022)

Actively participated in a youth group focused on community service and social support. Contributed time and effort to organize activities, support community initiatives, and assist individuals in need.

CERTIFICATES

Experience Every Tech Role in the SDL - Connect IN - Technology & Design Hub (2025)

LANGUAGES

• Arabic: Native
Full Professional Proficiency

• English: Fluent
Full Professional Proficiency