

Abdul Rahman Kaskas

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Results-driven professional with experience in sales, customer engagement, project management, and operations management. Skilled in building strong client relationships, identifying needs, and driving business performance through effective execution and problem-solving.

PROFESSIONAL EXPERIENCE

Al-Futtaim | IKEA

Customer Management and Sales Associate

Dubai, UAE

March 2025 - Present

- Achieved and consistently met sales targets by engaging customers and recommending solutions, contributing to an estimated 10–15% improvement in conversion rates.
- Executed in-store merchandising and promotional activities across assigned areas to maximize visibility and sales performance.
- Monitored stock levels and coordinated with internal teams to ensure product availability and minimize lost sales opportunities.
- Provided feedback on customer preferences and buying behavior to support sales strategies and business decisions.

Facilitate International

International Project Manager

Zouk Mosbeh, Lebanon

April 2023 - February 2025

- Managed international client accounts headquartered in the US, identified client needs and aligned services to maximize satisfaction and business retention.
- Analyzed market requirements and client expectations to improve service offerings and increase project acceptance rates by 20%.
- Strengthened client relationships through consistent communication, contributing to long-term partnerships and repeat business.
- Key clients included: Walgreens pharmacy, Amtrak Station, T-Mobile, Big Lots, and Walmart.

Banque Libano-Française

Risk Management Senior Executive

Beirut, Lebanon

October 2020 - September 2021

- Analyzed business data and identified potential risks impacting financial performance and operations.

Head Teller

April 2019 - September 2020

- Managed daily cash operations and ensured smooth financial transactions while maintaining high service standards.

EDUCATION

Bahcesehir University

Masters in Business Administration

Istanbul, Turkey

October 2021 - June 2023

American University of Science and Technology

Bachelor of Science in Management

Beirut, Lebanon

September 2014 - July 2018

SKILLS

Fluent in English and Arabic | Sales & Negotiation | CRM | Merchandising | Market Awareness | Problem Solving | MS Office