

KAREN NAIM

✉ KARENNAIM95@GMAIL.COM ☎ 961-79166733 📍 LEBANON

SUMMARY

A motivated and organized student, majoring in Human Resources. Looking to gain further experience in business management.

PROFESSIONAL EXPERIENCE

Sales associate- Longchamp

Holdal

11/2023 – Present
Beirut, Lebanon

- Deliver exceptional customer service by providing personalized styling advice and product recommendation.
- Handle transactions accurately using POS system, including return, exchange, and transfers.
- Resolve customer concerns efficiently while upholding brand values and customer satisfaction.
- Manage inventory tasks such as stock replenishment, product tags and daily stock organization.

Customer Service- Hybrid

Holdal

06/2024 – 2025
Beirut, Lebanon

- Respond to customers inquiries through chat.
- process orders, returns, and exchanges.
- resolve customers issues effectively and efficiently.

Sales Associate- Eden park & Rodd&Gunn

Level5 Holding

05/2021 – 11/2023

- Reached and exceeded sales target
- solve customer issues
- build strong customer relationship

Sales Associate- LA Vie en Rose

Retail Group

12/2019 – 06/2020
Beirut, Lebanon

- Operated cash register and handle payments.
- delivering helpful guidance and support to ensure customer satisfaction.
- reached and exceed sales target.

EDUCATION

Human Resources Management

Arab Open University

2026 – Present
Beirut, Lebanon

SKILLS

- communication skills
- selling techniques
- customer needs analysis
- attention to details

LANGUAGES

- Arabic
- English