

Rami Abi Rafeh

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Profile

Visionary, solutions-oriented professional with solid education and experience in business and project management. Equipped with more than five years of highly transferable experience. In other words, I have a background in retail, academic research, entrepreneurship, and banking.

Experience

Customer Service Manager, Virgin Megastore; Beirut, Lebanon – Sep 2018—Feb 2019

Ensured highest level of service to our clients; by building credibility and setting high expectations. Managed a culture of high performance within the Customer Service team. Developed new strategies and solutions to drive up service and efficiency. Built and maintained strong working relationships with partners and key clients. Also, assisted the HR manager in the recruitment process.

Intern, Virgin Megastore; Beirut, Lebanon – Jun 2018—August 2018

Assisted the marketing manager in the loyalty card program. Devised a plan with customer service and IT department to enhance the loyalty card experience. Closely worked with the customer service department to follow-up on pending issues and resolve them in a timely manner. Worked with the operations manager in the year-end inventory count.

Sales Assistant, Uss&Basch; Beirut, Lebanon - Nov 2015—May 2016

Performed a market analysis to achieve sales targets. Built productive relationship with all stakeholders to secure sponsoring deals with strategic promoters.

Team Leader, Lebanese American University; Beirut, Lebanon – Sep 2014—May 2016

Reviewed and analyzed 320 interviews conducted by LAU professors with Lebanese migrants and associations located in Australia, Canada, USA, and Lebanon. Developed and implemented work plans to meet strict research deadlines.

Business Owner, LOFT 21; Beirut, Lebanon - Dec 2013—Jan 2015

Executed strategies to optimize resource utilization and maximize productivity. Maintained daily operations and arranged training sessions for staff members to enhance productivity and performance. Provided excellent customer service and

designed marketing campaigns to increase business. Conducted financial and profit analysis for the development of future strategies.

Education

Lebanese American University; Beirut, Lebanon - M.A. in Migration Studies, 2018
Lebanese American University; Beirut, Lebanon - B.A. in Economics, 2011

Skills

People development and teamwork oriented. Analytical approach. Skilled at Microsoft Office and NVivo.

References

Prof. Paul Tabar, LAU; M.A. Thesis Supervisor, 70-045729
Toufic Eido, GM Virgin Megastore; 03-912349