

# Anderson Andrea

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Accomplished sales representative with a passionate drive towards personal customer reach and follow up. Earned the eligibility for a managerial position given my experience in management and efficiency in problem solving. Maintained a solid employee evaluation record for more than a year. Achieved a creative capability in organization, team management and leadership.

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## Skills

- Team management
- Effective leadership
- Multi-tasker
- Problem solving
- Commercial awareness

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## Experience

- **November 2016 – Present: Sales associate, Azadea Group - Decathlon, Le Mall Dbayeh**
  - Primarily sell sports equipment;
  - Maintain thorough and updated knowledge of equipment and product offerings as well as promotions;
  - Follow up with the customer and deal with any complains;
  - Obtained a role of mentor in my team, and the responsibility of 7 of colleagues from scheduling their shifts and reporting their checklists to the store manager;
  - In charge of a store section (increasing sales and organization);
- **October 2015 – November 2016: Floor Supervisor , Class Sport , Mansourieh**
  - Remove old merchandise and stock new ones on our sales racks, shelves and displays;
  - Design and maintain merchandise display;
  - Deliver excellent customer service in a very fast paced environment while maintaining positive attitude.
  - Discussing training needs with individual staff member.

- **January 2015 – September 2015: Sales associate , Class sport , Mansourieh**
  - Observed customers and listened closely to inquiries in order to ascertain best clothing options, made recommendations accordingly;
  - Merchandised sales racks to increase customer engagement and store revenue;
  - Placed special orders for out of stock items or unique sizes and came up with new ideas for stock organizations;
  - Obtained team player of the month.
- **February 2015 – June 2015: Telemarketing , Elite Club , New Rawdah.**
  - Gained knowledge in new channel of communication.
  - Introducing and selling new services to random clients on the phone.
- **January 2014 – December 2015: Data entry , CMF/Abi Lamaa insurance , Jdeideh/Mansourieh**
  - Carrying out various administration tasks (filing, printing, etc.);
  - Manual entering and verification of customer records;
  - Data input and manipulation in Excel spreadsheets and Access database.

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## **Education**

**2017- Present:** Masters in business administration, Arts science and Technology University in Lebanon (AUL)

**2016 -2017:** M1 Licence maîtrisé in management, “Lebanese University”

**2012 - 2016:** BA in Management, “Lebanese University”

**2009 - 2012:** Lebanese Baccalaureate II – Life Science Branch, “Official High School of Dekwaneh”

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## **Training and additional experience**

**Azadea Group – Talent Department:**

- “Mentorship program” – February 2018
- “Exceptional customer service” – November 2017
- “Effective communication skills” – January 2017
- “Art of customer” – January 2017

### Orthodox Youth Movement:

- Management of field events:
  - Outdoors field day – April 2018
  - Summer camp – general assistant manager (June 2015 – June 2014)
  - Refugees summer camp – Youth group leader (August 2016)

### The 2 Clowns Club

- All kinds of interactive and entertainment activities for kids, and maintaining a safe and healthy environment. Hosting birthday parties and camping trips during summer.

### Additional relevant skills

- Language skills: Arabic (native), English (fluent), French (fluent)
- Computer skills: MS Office package