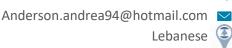
Anderson Andrea

Ras El-Dekwaneh, Tall El-Zaatar Street, Abou Chaaya Bldg., 4th Floor,
Beirut - Lebanon
+961 71 497 400



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.

Skills

- Team management
- Effective leadership

- Multi-tasker
- Problem solving
- Commercial awareness

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 Dececmber 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.

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"

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