



Charbel Diab

PERSONAL DETAILS

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CAREER OBJECTIVE

Working in a new environment where I can strengthen and develop my knowledge in a position that would grant me the challenging assignments and offer a chance for advancement as well as allow me the opportunity to gain additional skills and experience.

PERSONAL QUALITIES

- ✦ Ability to work individually and in a team environment.
- ✦ Strong leadership & Time Management Skills.
- ✦ Excellent communication Skills.
- ✦ Self-motivated, reliable and trustworthy.

WORK EXPERIENCE

- ✦ **2018-Present: Team Leader call center at CREPAWAY**
 - Maintain a good and professional communication with both internal and external customers.
 - Setting targets and plans to boost our sales by attending, monitoring and conducting briefing, trainings and meetings.
 - Participate in recruiting phone hosts; monitoring their schedule, attendance, duties, performance, training and leaves, and take part in their coaching, appraisal, development, opportunities and reward policy.

- Keep track of random calls, POS activities and operative performance.
- Generate daily call center reports and monitor the filling system.
- Follow up on the call center maintenance and purchase orders.

✦ **2013-2018: Team Leader Cashiers Department at ABC stores/Ashrafieh:**

- Responsible to supervise and coordinate cashiers in their daily activities, ensuring a high level of customer service and accurate processing of transactions.
- Handle and solve customers' complaints and problems.
- Monitor and Follow up the cash difference daily; in addition, the implementation of a proper replenishment.
- Perform daily spot checks and report any discrepancy;
- Coordinate with the Floor managers on Cashiers' performance, behaviors and schedules. Provide consistent team coaching to ensure continuous improvements, recognize and reward good performers;
- Conduct a regular performance review, identify training needs and follow-up on development plans;

✦ **2017-2018: Trainer in ABC training Department**

✦ **2014-2017: Manager at Adrenaline Pub and Club**

✦ **2016: Member of ABC cash out experience committee**

✦ **2014: New joiner's trainer and guider at ABC**

EDUCATION

✦ **2013 – 2018: Business Management – American University of Science & Technology (AUST)**

An Affiliate to the State University of New York, USA

✦ **2010 - 2013: Lebanese Baccalaureate-II, emphasis in Life Science – Official High School of Becharre.**

CERTIFICATION

- ✦ Train the Trainer (ITT) at Bee Society. (2017)
- ✦ Certificate of achievement in customer service at ABC. (2016)
- ✦ Certificate of Achievement in effective communication at ABC. (2016)
- ✦ Certificate of Achievement in Mathematics Projects Exposition at AUST. (2017)
- ✦ Employee of the quarter for 2015 at ABC(certificate)
- ✦ Employee of the quarter for 2014 at ABC(certificate)
- ✦ Certificate in attended Trainings at ABC Head office: Falsified money, first impression, Credit Cards, Wrapping, Shoplifting, effective communication, Customer Service, DOC, POS, Selling Techniques and integration champion. (2013-2016)
- ✦ 2014: Top one cashier at ABC Achrafieh & Dbayeh (winning a travel package to Turkey for 4 days)

- ✦ 2013-2016: Top one in trading Privilege Cards & Credit Cards ABC-Bank Audi.

SKILLS

- ✦ Proficient in Microsoft Dynamics CRM
- ✦ Proficient in Odoo (ERP System)
- ✦ Proficient in QlikView business intelligence & visualization software
- ✦ Proficient in Microsoft Office 2007-2017(Word, Excel & PowerPoint)
- ✦ Proficient in Microsoft Project 2010
- ✦ Proficient in the Squirrel System
- ✦ Proficient in WINDSS system

LANGUAGES

- ✦ Multilingual: Fluent in Arabic, English & French.

INTERESTS

- ✦ Movies, Music, Internet & Reading.

REFERENCES

Available upon request