

Moeen Yahfoufi

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Detail-oriented professional with a strong background in lead generation, sales, and customer service. Experienced in utilizing advanced tools to identify and qualify leads, manage data, exceed sales targets and deliver tailored solutions to clients. Skilled in data management and resolving customer inquiries effectively. Committed to contributing to organizational success through strategic, results-driven approaches while maintaining high standards of customer satisfaction.

EXPERIENCE

LEAD GENERATION SPECIALIST

Upgrade | Dubai, UAE

APRIL 2023 – NOVEMBER 2023

- Identified new sources for generating leads and reaching decision-makers.
 - Managed lead generation process, including identifying potential customers, and initiating contact.
 - Leveraged advanced software tools to effectively generate leads and identify high-potential prospects.
 - Conducted lead qualification based on specific project criteria, ensuring accuracy and relevance of leads.
 - Accurately entered and organized data into Excel spreadsheets, while maintaining data integrity.
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SALES ASSOCIATE

mamas&papas | Beirut, Lebanon

DECEMBER 2021 – FEBRUARY 2023

- Managed customer inquiries and resolved issues effectively, ensuring high levels of customer satisfaction.
 - Successfully sold the store's most expensive products, by communicating value to customers.
 - Maintained up-to-date knowledge of products to provide accurate information to customers.
 - Engaged with customers to understand their needs and provided solutions, resulting an increase in sales.
 - Consistently met and exceeded sales targets by collaborating effectively with team members.
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SKILLS

- **Lead Generation Expertise:** Skilled in identifying potential leads, qualifying prospects, and utilizing advanced tools to generate and manage high-quality leads effectively.
 - **Sales and Customer Service:** Proficient in understanding customer needs, managing interactions, and delivering tailored solutions to meet targets and enhance satisfaction.
 - **Data Entry and Accuracy:** Adept at handling, organizing, and maintaining data with precision, ensuring accuracy and efficiency in all tasks.
 - **Collaboration and Teamwork:** Strong team player with the ability to work across departments, leveraging collective strengths to achieve goals.
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EDUCATION

BACHELOR OF JOURNALISM AND MEDIA STUDIES

Lebanese University

JUNE 2025

LEBANESE BACCALAUREATE 2

Hussein Maktabi High School

JUNE 2018

VOLUNTEER EXPERIENCE

YOUTH VOLUNTEER

Lebanese Red Cross

NOVEMBER 2023 – PRESENT

- Participated in activities focused on educating youth and raising awareness on humanitarian values, health, and environmental issues.
 - Contributed to local initiatives aimed at improving community welfare.
 - Maintained perfect attendance by attending all weekly general meetings for the past six months.
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