

JAD ZOUWAYHED

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OBJECTIVE

A challenging role in a target driven environment that brings the best out of my experience and natural customer-oriented attributes in the fields of IT solutions' sales, and consultancy.

EXPERIENCE

August 2015 – January 2016

Malak Al Tawouk Baabda

Branch Manager

- Applying and maintaining store and ministry of health standards
- Team leading and coordinating to achieve desired customer satisfaction results
- Taking part in budgeting and financial decision making
- Applying best practices in people management, training and empowerment

July 2014 – July 2015

Data Partners L.L.C

Account Manager

- Conducting continuous market analysis to identify trends, opportunities and competition
- Gaining strong understanding of the clients' brands, products and needs and providing them with cutting edge solutions
- Assessing the feasibility of new opportunities
- Providing customer support, managing daily issues and ensuring sufficient response time
- Managing customer relationship and providing regular updates
- Preparing bid proposals and quotations, and negotiating agreements
- Identifying market opportunities and managing related initiatives

December 2012 – April 2014

TSC (The Sultan Center)

Sales Assistant / Cashier

Playing a vital role in delivering high standards of customer service in multiple product divisions ranging from Garments, Electrical Appliances, Electronics To Houseware And Linen products.

- Welcoming customers, understanding their needs and offering assistance
- Supporting regular stock takes/counts and corrections
- Maintaining product knowledge to optimize sales, and customer service
- Operating the till and accurately handling cash, checks and credit / debit card payments
- Ensuring minimal stock loss through theft, loss or damage
- Keeping track of sales trends to facilitate planning
- Meeting sales targets
- Ensuring all Health & Safety procedures are effectively carried out

2011-2012 SpeedNet (Internet Services) Lebanon

Internet Service Provider

- Establishing internet subscriptions including hardware/software installations
- Providing computer maintenance (hardware/software)
- Delivering customer support and ensuring quality services
- Building and maintaining solid Customer Relationships

EDUCATION

Prospective Graduate (2017) AUL Dekwaneh, Lebanon

- BA in Management Information Systems

SKILLS

- **Personal attributes:** Excellent interpersonal and communication skills, presentable appearance, effective team player, multi-tasker, fast learner and a technology savvy.
- **Computer Skills:** Well experienced in Microsoft Office applications (Word, Excel, and PowerPoint)
- **Languages :** Fluent in English and Arabic
- **Hobbies:** Chess - Swimming - Reading - Horseback Riding - Piano

References are available upon request