

Mountain Lebanon

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Ghandy Al Masri

objective:

Proactive individual with exceptional customer service and leadership skills. seeking to a promising career as a retail manager at your company; bringing knowledge of project managment, budgeting, and inventory managment to drive the team in actualizing sales goals and executing strategic merchandising strategies with an efficeint way.

Experience :

2012-till date: Assistant Manager at AZADEA Group (Stradivarius LMD)

- Communicate sales plans and targets to the Shop/Department team, monitor performance on an ongoingBasis, and suggest corrective actions to hierarchy when needed
- Assign routine and non-routine tasks and assist in the schedule preparation for the Sales Associates, Cashiers and Coordinators (when applicable) and ensure that activities are carried out in the most Efficient manner
- Greet customers and ensure that they are served by shop staff in a timely manner and in compliance With quality and customer service standards
- Report occurring operational issues and handle customer complaints in in a timely manner, suggest Solutions or escalate them as appropriate in order to ensure operational effectiveness and customerSatisfaction
- Handle and assist the Shop/Department Manager in handling the maintenance of inventories andPlacement of product orders to ensure effective stock management and availability of products
- Motivate team members and provide them with the necessary support in terms of training andDevelopment in order to optimize sales results
- Supervise the Opening process of the shop in order to ensure that all set procedures are well functioned
- Communicate with supplier about the product give feedback weekly for the brand manager and district manager about the performance of the shop.

Note (in 2012 I was sales man, then in 2013 I became cashier, then 2014 I became assistant manager)

2010-2012: chief de rend in Hotel Plaza Hamana

- Supervise the staff during shifts
- Organize the staff on the floor
- Do order for procurement and all what needed to the hotel

- Follow up with staff /customers and take feed back
- Telephone service reservation / customer complaints/feed back

2008-Till Date: One man show with a band and singers

Education:

**Bachelor's degree at Arab Open University ITC Information Technologies and Computing
Web development /Android application)**

Brevet degree (Mar Antonio's Hamana)

BT3 Chief Accounting (Technology Language Center TLC Daydeh)

Computer Skills Software: Word, Excel, Adobe Reader, Power Point, Outlook

Data base: P.M.S, Oracle, Omega, P.O.S, G-pos, Parse

Trainings that I have took:

- Exceptional customer service
- Product knowledge
- Effective communication skills
- Coaching and delegation for success
- Time management
- Fundamentals of Leader ship skills
- Train the trainer
- Loss prevention and security
- Problem solving and decision making
- Conflict management
- Managing change
- Inventory
- Retail analysis
- PMS personnel management system
- Finance
- RFID system

Language Skills:

Arabic: Spoken & written fluently

English: Spoken & written fluently

French: spoken and understanding Very Good, writing average

Personal Interests: fishing, basketball, GYM, tennis, swimming, playing music, hiking, riding horse,

Reference Available upon request