

HADY EL HACHEM



Personal

Date of Birth:
05-04-1981

Marital Status:
Single

Nationality:
Lebanese

Contact

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Beirut – Lebanon

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Summary

I am an energetic, ambitious and detail-oriented person who has developed a mature and responsible approach in handling managerial posts in the Food and Beverages (F&B) and retail industry. With more than 20 years of experience in the field, I remain dedicated to growing my leadership and communication skills as well as improving my technical abilities.

Education

Bachelor in **Business Administration** 2000
B.I.U. Bircham International University, Beirut

Baccalaureate II: **Philosophy** 1997
Public Secondary School, Jbeil

Experience

SHOWROOM SALESMAN 2019-2020
FAHAM International, Muscat
Leaders in door and wardrobe manufacturing.

- Operator
- Cashier
- Customer service

SHOP MANAGER 2016-2019
MUMBINO Baby shop, Muscat
Kids clothing and accessories.

- Coordination with different supplier
- Cashier
- Customer service
- Inventory & Display management
- Cost controls

SHOP MANAGER / OWNER 2010-2016
OM Clothing store, Beirut
Lebanese Brand selling women & men clothes.
Multi-tasking duties, including but not limited to:

- Handling costumer complaints.
- Recruiting sales person.
- Training and evaluating sales.
- Increasing turn over.

MANAGER / PARTNER 2009-2010
Call & kol, Beirut
Lebanese Fast food restaurant.

- Coordination with different supplier
- Budgeting & Cost controls
- Controlling productivity during rush hours
- Recruiting
- Inventory management
- Handling costumer complaints

Languages

Arabic

Native

English

Intermediate

Conversational and Written skills

French

Advanced

Conversational and Written skills

Interests

Travelling

Music

Networking

References

References available upon request.

Experience

MANAGER

2007-2008

Malak Al Tawouk, Lebanon delivery branches

Lebanese most popular Tawouk restaurant chain.

- Training cashier and operators
- Payroll management
- Customer service

CATERING MANAGER

2006-2007

Baytouteh Catering, Beirut

Lebanese Fast food restaurant

ASSISTANT MANAGER

2006

Kababji, Beirut

Lead authentic Lebanese restaurant

CASHIER / ASSISTANT MANAGER

2002-2004

Sea Food Market, Bauchrieh

CASHIER

2001-2002

Hawa Chicken, Zouk

Training

- Omega squirell Ace & software Group
- Upselling techniques (Kababji)
- Team building (Kababji)
- Excellent user of MSOffice

Skills

Communication skills:

Well-developed communication skills

Organization Skills:

Well-developed skills in Organization, Decision Making and Time management.

Other Skills:

- Strong Convincing ability
- Adaptability
- Conflict resolution techniques.
- Creativity.
- Learning agility.
- Enthusiasm.
- A 'can do' attitude.
- Punctuality.