

Léa Malas

Lebanon
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Retail Sales Excellence

May 2013 – present

2014 – 2015
Senior Sales Officer

Buyer/supplier relations:

Directly from MMO company,
Levant,
Lebanese Al Nahar
And architectural association studio

Indirectly from Ciel a book company

Academic History

2012 Baccalauréat scientifique
specialization SVT – Pierre De
Fermat Toulouse – France

2012-2013
Undergraduate Biology – Lebanese
University Faculty of sciences I –
Haddath

References available on request

Experienced senior sales officer focused on highlighting store standards, meeting sales targets, and client expectations. Influencing the team's performance by modeling work ethics.

Looking for a suitable position with a well reputed company that offers new opportunities for advancement into sales and customer service management.

Employment History

Virgin Megastore Lebanon, Opera down town,
ABC Achrafieh Branch, And Citymall.
Books department – Librarian

In charge of a team of maximum 6 sales officers, leading them into being effectively sales oriented, ensuring fair work load achievements and customers' requests aligned and met.

Duties:

- Buyer: Purchasing and receiving Orders, proceeding with sales reports and transfers, stock replenishment as well as Returning to vendor
- Properly displaying Books
- Working to achieve targets by up-selling and cross selling,
- reviewing magazines invoices for credits and debits,
- Training and evaluating staff.

Core competencies

- Passionate and **Ethical**.
- Eager to gain product knowledge and explaining to customers providing all related information,
- Ensure customer satisfaction by holding a professional selling conversation.
- Giving **effective** feedback to staff,
- Able to establish priorities and work under any supervision with **respect** of the existing hierarchy.
- Communicate ideas in an understandable manner.
- Good knowledge of word, Power point, excel and outlook.