**Wissam**



Dubai-UAE

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**OBJECTIVES**

A proactive and committed Manager who takes on daily challenges and assumes responsibility accustomed to a pressurized and competitive environment demanding high levels of negotiation and presentation skills combined with a positive response to ever-changing customer situations.
Highly presentable and confident, an accomplished communicator who establishes immediate rapport and is fully aware of the vital importance of client care and skilled in its implementation.

**Personal Information**

**Nationality:** Lebanese

**Date of Birth:** 16/06/1985

**Gender:** male

**Marital Status:** Single

**EDUCATION**

 **Lebanese Official High school (General science)**

 B.O.S.S

**Business Administration. American University of Science & Technology.**

**Experience**

* Sales management .
* Retail .
* Modeling.

**WORK EXPERIENCE**

**Sales Manager and business developer** with **Al Khalifa social development and management LLC, Dubai, UAE, (July 2016 to October 2017)**

* Promote the brand in order of expanding market share.
* Develops a business plan and sales strategy for the market that ensures attainment of company sales goals and profitability.
* Prepares action plans by individuals as well as by team for effective search of sales leads and prospects.
* Initiates and coordinates development of action plans to penetrate new markets.
* Assists in the development and implementation of marketing plans as needed.
* Provides timely feedback to senior management regarding performance.
* Provides timely, accurate, competitive pricing on all completed prospect applications submitted for pricing and approval, while striving to maintain maximum profit margin.
* Maintains accurate records of all pricings, sales, and activity reports
* Prepare proposals and presentations for one to one meetings.

 **Shop Manager. Boggi Milano. AZADEA Group. 2009 to 2015**

* Achieve high standards of customer service as per company & store guidelines by directing and coaching the sales team, and leading by example on the shop floor.
* Achieve monthly and quarter target required.
* Focused on maximizing the customers shopping experience.
* Handling and overseeing all the day-to-day processes that are carried out in the store
* Achieve pre- determined monthly sales targets .
* Managing and motivating staff to increase sales and ensure store efficiency.
* Monitor in store stock and liaise with Retail manager and purchase department.
* Assisting customers and responding to customer complaints, requests, queries, and comments.
* Ensure store standards of grooming, presentation and professional conduct are set and maintained on an ongoing level.
* Finding new ways to improve sales, meet sales targets, analyze figures, forecast volumes, and strategize.
* Continuously motivate team of 11 sales associates to achieve shared goals and standards while acknowledge individual successes.
* Recruiting, training, supervising, motivating, and reviewing staff, as well as resolving health, safety, and legal issues for the store.
* Maintaining stock levels, ensuring the quality of supplies, and supervising the quantity, type, and scheduling of orders.
* Ensure all sales staffs are regularly trained on all aspects of their respective departments equally liaising with the training manager.
* Monitor and ensure the shop is merchandised commercially and visually as per brand guideline standards and planning the layout and design of displays.

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 **Shop Manager. Salsa Portuguese fashion. Azadea Group . 2007 to 2009**

* Achieve high standards of customer service as per company & store guidelines by directing and coaching the sales team, and leading by example on the shop floor.
* Handling and overseeing all the day-to-day processes that are carried out in the store
* Achieve pre- determined monthly sales targets .
* Monitor in store stock and liaise with Retail manager and purchase department.
* Assisting customers and responding to customer complaints, requests, queries, and comments.
* Ensure store standards of grooming, presentation and professional conduct are set and maintained on an ongoing level.
* Finding new ways to improve sales, meet sales targets, analyze figures, forecast volumes, and strategize.
* Continuously motivate team of 7 sales associates to achieve shared goals and standards while acknowledge individual successes.
* Recruiting, training, supervising, motivating, and reviewing staff, as well as resolving health, safety, and legal issues for the store.
* Maintaining stock levels, ensuring the quality of supplies, and supervising the quantity, type, and scheduling of orders.
* Ensure all sales staffs are regularly trained on all aspects of their respective departments equally liaising with the training manager.
* Monitor and ensure the shop is merchandised commercially and visually as per brand guideline standards and planning the layout and design of displays.

**Manager in training. Pull and Bear Spanish clothing. AZADEA Group 2006 to 2007**

**Sales associate Jack & Jones- Veromoda. Best Seller Lebanon. 2005 to 2006**

* Assist clients with Customer Service needs maintaining the brands high standards.
* Cultivate strong client relationships.
* Achieve monthly and quarter target required.

**SKILLS**

Computer Literacy: MS Office (Word, Excel, Power Point)

Languages: English, Arabic, French (Basic).