

GEORGES TONI NICOLAS



BRANCH MANAGER & SALES TRAINING SPECIALIST

I am seeking a company where I can use my experience and education to help the company meet and surpass its goals.

I aspire to find a position where I will be responsible for garnering profits and constantly learn and be motivating for a team of leadership professionals.

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Biakout



Experienced Manager with a demonstrated history of working in the Retail industry. Gained a vast experience and knowledge of fabrics and materials, and participated in several product placement meetings to choose future collections based on my personal statistics and reports.

Skilled in Sales Training and Recruitment, Customer Relations, Negotiation, Management and Sales. Strong professional with a Bachelor's degree focused in Business Administration, Management and Operations from AKU University.

EDUCATIONAL INFORMATION:

- Al Kafaat University (AKU)
Bachelor of Business Management
2013-2017.

AinSaadé

- Lycée Officiel Dbayé
Lebanese Baccalaureate II with emphasis on Sociology & Economics
Year of Graduation: 2012.

Dbayé

PERSONAL CAREER & ACHIEVEMENTS TO DATE:

RECTANGLE JAUNE

January 2013 – Present.

BRANCH MANAGER & SALES TRAINING SPECIALIST

Beirut City Centre

- Screening and taking decision regarding the employment of candidates that will be working as my subordinates.
- Improves training effectiveness by developing new approaches and techniques, making support readily available, integrating support with routine job functions.
- Authored training manuals for all new employees in Sales, Customer services, P.O.S systems
- Organized forms, filed records and prepared correspondence and reports, preparing weekly sales reports along with schedule placement, personally created a statement to show difference for year to year sales in order to improve efficiency as well as a seasonal report to help improve future collections choices.
- Ensuring that all staff treat customers in a friendly and polite manner and do everything in their power to exceed a customer's expectations.
- Recording and analyzing data from customer complaints to identify recurring problems and limit repeated complaints also collecting data from new customers using CRM system to ensure customer loyalty and repeated visits.
- Preparing Trial balance, consignments/returns, inventory, statement reports, analysis of all sell in and sell out data.
- Preparing reports for company production meetings where I took part in choosing future collections based on my recorded statistics where I act as a retail buyer in order to improve future collections, tracked product sales using POS system in order to identify the most sold items as well as the most needed sizes to predict what I would need for the new collection.
- Following up on most recent fashion trends in the retail industry in order to keep my collections up to date and in high demand.

ICEBASS COMPANY

February 2012 - December 2012.

CUSTOMER RELATIONS MANAGER

Zalka

- Develop and implement standards for ensuring customer satisfaction, dependence, and product/service patronage.
- Utilize CRM tools in monitoring performance, managing reports and identifying new business opportunities.
- Contact clients via calls, emails, or meetings to ensure they are satisfied with purchased products/services.
- Follow up on customers to ensure they are satisfied with product/service received.
- Identify and develop problem solving methodologies to resolve customer issues.
- Coordinated with shipping department regarding customer address changes, refunds and exchange.
- Managed customer service resulting in excellent long term relationships.

BIG STAR®
SENIOR SALES ASSISTANT
Dbayé

April 2011 - November 2011.

- Offering face to face advice to customers on the stores products.
- Managing cash and payment systems, credit/debit card transactions in accordance with company procedures and policies.
- Processing returns and refunds as required in line with company procedures.
- Using the stock management system to log, check, locate and move stock both in and out of the store.
- Responding to general customer inquiries received by phone.
- Built and strengthened relationships with customers, dealt with different nationalities and personalities.
- Focus on creating customer loyalty to achieve sales objectives.

LANGUAGES:

ARABIC
Expert

ENGLISH
Expert

FRENCH
Expert

COMPUTER LITERACY:

Microsoft Office Programs

P.O.S Program

Dolphin System

CRM (Customer Relations Management)

INTEREST:

Reading, Camping, Sports and Cooking.

References and Letter of recommendation Available upon request.

