

MOHAMMAD BALLOUT

LEBANON – BEIRUT

02-April-1997

Lebanese

CONTACT

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SKILLS

Microsoft office

CRM

Dolphin

Analytics

Communication

Creativity

Strategic thinking

EDUCATION

Shams Alden College

2013 - 2014

BT2 in Hospitality

Language

Arabic : Native

English : Fluent

French : Beginner

Spanish : Beginner

EXPERIENCE

SHOP MANAGER

Pearl Brands SAL / TUMI (2024)

- Providing excellent customer service, addressing concerns, and training the sales team drives satisfaction and sales performance.
- Using strategic marketing tactics, like in-store displays, boosts customer attraction and profitability.
- Analyzing purchasing trends and inventory ensures informed decisions and operational efficiency.

SHOP MANAGER

Fidel Verta Concept / Fidel Verta Store (2023 – 2024)

- I provide excellent customer service, train the sales team to boost satisfaction and performance, use strategic marketing tactics to attract customers, and analyze purchasing trends and inventory to drive efficiency and profitability.

Assistant STORE MANAGER

Holdal Abu Adal Group / Longchamp (2021 – 2023)

- Supporting the Manager in the day-to-day operations of a retail store.
- Greet and assist customers, providing product information and recommendations.
- Supervising staff and taking charge when the manager is absent.
- Managing staff problems, and designing work schedules.

SALES ASSOCIATE

Dagher&CO / BEBE Store (2018 – 2020)

- Develop and sustain customer connections through regular communication and follow-up.
- Ensure high levels of customer satisfaction by providing great sales service.

Visual merchandiser

Alshaya Darien International / H&M Store (2015 – 2018)

- Create a customer-focused environment, leading the team to deliver exceptional service aligned with brand values.
- Drive sales and ensure effective execution of the Commercial Handbook.

