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OBJECTIVE Self-motivated with an outgoing personality, enjoys working with a wide range of people and the determination to succeed. To secure a challenging position using my background in sales , retail ,customer services experience to become an asset in the retail or business setting.

LANGUAGE fluently: English, French, Arabic, Spanish and Italian (written and spoken)

EDUCATION

Ecole secondaire St-Luc - French high school September 1998 - June 2003
Al Tawheed - Arabic private high school September 1998 - June 2004
Dawson College - Languages(Spanish & Italian) September 2006 - May 2008

EMPLOYMENT HISTORY

Owner *2008 - Present*
Boutique Lord Berri

- Owner at Boutique Lord Berri, offering customers high quality leather coats, shirts, gifts.
- Fully trained in customer service skills including customer relations, handling requests, complaints, special orders and internet searches
- Good knowledge of garments, clothes, sizes for entire store and specialty in floor responsibilities for the business section
- Participated in product placement decisions, stocked shelves, built promotional displays and took inventory, stickered promotions

Highly motivated person that gave advises to customers about fashion styles, excelled in satisfying customers by helping them out picking up clothes with creativity and confidence.

Sales representative

Videotron *2006 - 2008*

- Worked as a Sales representative at Videotron presenting their promotions throughout Canada.
- Experienced offering promotions to the customers by demonstrating the reliability

of the promotions.

- Practiced with the concepts of promotions demonstration, performance evaluation and motivation.

Assistant in Marketing, Sales and Customer Service

2004 - 2006

Bell

- Develop new business relationships with various companies by making cold calls, Internet research and data mining
- Participate in, and solicit companies to attend recruiting events
- Contribute to writing of marketing tools such as flyers and website content
- Update database and website job postings by writing up detailed job orders
- Answer phones & respond to customer inquiries

Restaurant Management

Pasta Tre Colori,

2002-2004

- Hostess and waitress in this new very disciplined chic restaurant in the middle of NDG , Montreal.
- Excelled in interpersonal and communication skills with the customers by providing them specific informations about the restaurant's menu and dishes with self confidence.
- Greeting guests always with a positive attitude.
- Paying attention to the customer's needs, and ensure they have drinks and any seasonings and sauces they require, menu and water.
- Experienced in opening and closing quickly , tables , accounts, bills. Without problems handling cash, interac.
- Supervised activities of dining room and took responsibility of arranging parties and reservations without any complications.

INTERESTS: Languages, Movies, Sports, Food, Gym.

References upon request