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 **Paul Kanaan**

OBJECTIVE

To obtain a training position with an institution that will assign me to challenging projects and allow me to expand my knowledge and advance my career

EDUCATION

June 2013 Arts Sciences and Technology University, Sin El Fil, Lebanon.

 **B.A., Business Management**

June 2008 Official school, Sin El Fil, Lebanon

 **Baccalaureate II, Economics**

WORK EXPERIENCE

July 2015 till present

**Sales development expert. Alfa,** Furn El Chebak, Lebanon

* listening to customer requirements and presenting appropriately to make a sale;
* maintaining and developing relationships with existing customers in person and via telephone calls and emails;
* cold calling to arrange meetings with potential customers to prospect for new business;
* responding to incoming email and phone enquiries;
* acting as a contact between a company and its existing and potential markets;
* negotiating the terms of an agreement and closing sales;
* gathering market and customer information;

Aug. 2009- Till 2015

 **Customer service Alfa,** Furn El Chebak, Lebanon

* Communicate courteously with customers
* Attract potential customers by answering questions and suggesting information and services
* Investigate and solve customers' problems, provide them help and advices
* Handle customer complaints or any major incidents
* Recommends potential products or services to management by collecting customer information and analyzing customer needs

Training

25/11/2013 **-Training, Customer service excellence- group 2 Starmanship,** Badaro, Lebanon

17/11/2014 **- Training, communication skills internal training**

06/07/2014 **- Training body language internal training**

11/12/2015 **-Training problem solving and decision making leadership and management academy**

Jan 2008 - Jan. 2009

**Assistant Manager Spring, Le mall,** Sin El Fil, Lebanon

* Train store staff by reviewing and revising orientation to products and sales training materials
* Attract customers by originating display ideas in windows and showcases, and on sales floor
* Help customers by providing information, answering questions, obtaining requests, completing payment transactions
* Prepare sales and customer relations reports by analyzing and categorizing sales information, identifying and investigating customer complaints and service suggestions
* Maintain inventory and anticipate customer demand

PERSONAL SKILLS

* Excellent communication skills
* Demonstrated ability to work under pressure and complete assigned tasks within a time-sensitive environment
* Great attention to details
* Ability to work individually and in a teamwork environment

LANGUAGES

* Arabic: Native Language
* French: Good spoken and written
* English: Good spoken and written

COMPUTER SKILLS AND COMPETENCES

 Proficient in utilizing Microsoft Office, windows applications, and internet applications

INTERESTS & ACTIVITES

 Basketball, Football, Swimming

REFERENCES

 Available upon request