***Personal information***

FIRST NAME/SURNAME: Antranik Hratch Donayan.

ADRESS: Beirut, Lebanon .

TEL: 961 76567642.

EMAIL: antonydonayan98@outlook.com.

NATIONALITY Lebanese.

DATE OF BIRTH 21/10/1998

GENDER Male.

DESIRED POSITION Sales Associate.

***WORK EXPERIENCE***

Dates October 2016\_ Present.

Position Senior Sales Associate.

Responsibilities - Provided high quality customer service to optimize customer

purchasing and payment process.

* Initiated inventory control measure to sustain stock levels,

and helped to order new inventories.

* Educated customers on available product options.

* Investigated and resolved costumer complaints or issues to

strengthen store reputation and grow costumer retention.

* EMPLOYER/ADRESS BHV\_CITYMALL

TYPE OF BUSINESS Retail Multi-Brands Store.

DATE October 2016 – July 2017.

POSITION Senior Salesperson,

EMPLOYER/ADRESS ATAMIAN\_FATTAL/City Mall.

* DATE 2018 – 2019

POSITION Customer Relationship officer loan (CRO)

EMPLOYER/ADRESS Hazmieh

***EDUCATIONS AND TRAINING***

DATE 2001\_2016

QUALIFICATION AWARDED Baccalaureate Degree.

PRINCIPAL STUDIES Life Science.

INSTITUTION Apotre Rawda High-School .

DATE 2016 - PRESENT

PRINCIPAL STUDIES Computer Science.

INSTITUTION Arab Open University.

PRINCIPAL STUDIES CISCO ( CCMAX)

INSTITUTION Formatech

***Social skills and competences***

. Ability to increase sales by upselling customers based on the information gathered while assisting them.

. Stay up to date on the latest trends in your industry and be able to educate the customer on your brand.

***Computer skills and competences***

. Proficient with Microsoft (Word, Excel, Power point), Dolphin , sql , javascript , c++ , python .

***SKILLS AND COMPETENCES***

LANGUAGE SPOKEN - Arabic (Native).

OTHER LANGUAGES - French.

- English.

- Armenian.

***Hobbies*** Fashion, Movies, Sports, Swimming and Music.