***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.