



FRANCINE ABI SAAD

BUSINESS MANAGEMENT

Personal Summary

I am a business graduate, with a passion for everything in management.

I am a self-motivated person, working in the biggest religious store in the middle east where thousands of people visits daily.

- Nationality: Lebanese
- Date of birth: 07/10/1993
- Address: Harissa, Mount Lebanon governorate
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Professional history

Retail stores supervisor

Souvenirs Our Lady of Lebanon Harissa | May 2016-present

- Supervised 3 points of sales with a sales force of 23 associates.
- Planned, scheduled and delegated daily work.
- Configured any human and material resources needed.
- Communicated clear expectations and goals to new sales associates.
- Resolved all customer questions and complaints in a professional manner.
- Analyzed the turnover and items sold to maximize the sales.

Production coordinator (Handmade products)

Souvenirs Our Lady of Lebanon Harissa | January 2015-June 2016

- Planned, scheduled and delegated daily work of 7 direct labor employees.
- Coordinated assembly work of 80 home worker.
- Estimated costs, received produced items and checked their quality.
- Analyzed sales data to arrange the next production in quality and quantity.

E-commerce executive

Souvenirs Our Lady of Lebanon Harissa | April 2012-December 2016

- Monitored the website.
- Photo-shooting and uploading the items with their full details.
- Tracking all the orders made by clients and arranging the outgoing shipment.
- Advertising the e-shop on social media.

Wholesaler

Souvenirs Our Lady of Lebanon Harissa | April 2012-Present

- Compiled client profiles and entered information into the ERP.
- Maintained and organized a customer database.
- Arranged appointments and pick-up schedule with the clients.

Retail salesperson and cashier

Souvenirs Our Lady of Lebanon Harissa | April 2012-December 2014

- Completed all stocking and displays in assigned sales area.
- Assisted in sales, customer services and in-store check-out process.

Education

Masters in economy and management law (Specialized in entrepreneurship and project management)

ISAE - CNAM Lebanon (associated with CNAM Paris) | 2019-Present

RNCP II, Management

ISAE - CNAM Lebanon (associated with CNAM Paris) | 2017-2019

Bachelor in economy and management law (specialized in trade and international development)

ISAE - CNAM Lebanon (associated with CNAM Paris) | 2012-2017

High school Diploma (Majored in life science)

Official school of Ghosta and public institution | 2009-2012

Internships

Entrepreneurship

PSL Lab, France | November 2019

- Global entrepreneurship week, Cyber-security & personal data, Social and student innovation day

Workshops

The Fundamentals of digital marketing

Google digital garage | June 2020

Elaborating a project - Entrepreneurship (Digital marketing, Marketing essentials, HR, Business model canvas, Branding, ..)

Berytech | 2019

Positive and negative effects of feelings, NLP techniques, Conflict at work, Effective communication, Charisma

Waznat | 2018

Time and project management, Working with difficult people, Communication skills, Conflict management, Delegation and empowerment, Team Building leadership, Institutional image making

Waznat | 2017

Time matters for higher productivity

MLR Matters International - USA | September 2015

Skills

Team work, Team leadership, Extremely organized, Conflict resolution, Self-motivated, Decision making, Highly dependable, Time management, Multitask, Work on deadlines and under stress

Languages

- Arabic: Native language
- English: Fluent (Bulat C1)
- French: Fluent (DELF B2)

Information technology

- Microsoft: Excel, Powerpoint, Word, Outlook, Access
- Adobe: Illustrator and Indesign (Limited professional skills), Photoshop
- ERP software: POS, PIMS
- Internet and social network: Facebook, Instagram, Twitter, LinkedIn, Tumblr, Pinterest

Hobbies

- Workout and hiking
- Photography
- Traveling and road trips

References are available upon request.