



ISRAA MERHI

Talented Sales Manager with progressive experience in diverse and challenging customer environments. Consistently a top sales performer and creative leader with skills in staff training, mentorship, sales development, customer service, managing objectives and adeptly working with various POS/sales tracking software systems. Looking to advance toward a permanent position, so it can enable me to use my organizational skills, educational background, and ability to work well with others for success.



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Doha, Qatar

EDUCATION

- **Early Childhood Education - LIU**
2019 - 2021
- **Kindergarten Teaching - TS2**
Completed in 2017
- **Kindergarten Teaching - BT3**
Completed in 2013

CERTIFICATES

Psychology Awareness - 2020

EXPERTISE

- Customer Service
- Communication
- Team Work
- Problem Solving
- Creativity

LANGUAGES

- Arabic
- English
- French

WORK EXPERIENCE

Front Desk Representative/Marketing

May 2023 - Present

Art Dental Polyclinic, Qatar

- Handle front desk reception duties, warmly welcoming customers, answering inquiries, and maintaining a positive and professional atmosphere.
- Manage social media platforms to engage and attract customers through posting on social media platforms.
- Maintain reception cleanliness and organization of resources with colleagues.
- Handle client as they exit ensuring all current and future needs are met.

Supervisor

Jul 2022 - Jan 2023

LAP Coffee, Qatar

- Responsible for scheduling, timekeeping, and daily supervision of front of house staff.
- Ensure the health and safety of staff and customers.
- Staff training and product knowledge awareness to meet the needs of guests.
- Handle customers concerns and react quickly and professionally communicating daily with outlet manager.
- Responsible for cash handling, and inventory.

Sales Manager

Feb 2017 - May 2022

Hijab House, Lebanon

- Ensure and model professional customer service.
- Maintain a safe, clean, and organized store.
- Cross-train in all areas of store operations including Stocking/Sales associate duties, and responsibilities.
- Communicate with customers to ensure satisfaction and resolve any complaints.
- Hire and train sales associates.

Sales Advisor

Jun 2014 - Jan 2017

Defacto, Lebanon

- Greet and direct customers.
- Provide customer feedback to the Store Manager.
- Ensure racks are fully stocked.
- Answer customers' questions about specific products.

Sales Associate

Jan 2012 - May 2014

Diva Fashion Store, Lebanon

- Direct customers to merchandise within the store.
- Introduce promotions to customers.
- Operate cash registers, and financial transactions.
- Achieve shop sales target.

Teacher - Part time

2022 - 2023

Afkar for Private Education, Lebanon