

Ali Youssef

Sales and Pastry Professional

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Valid QID and ready to join immediately

Summary

A highly motivated and adaptable professional with experience in both sales and pastry production. Proven ability to manage client relationships, develop sales strategies, and deliver excellent customer service in fast-paced environments. Skilled in product presentation, inventory management, and supporting team collaboration to achieve operational goals. Passionate about continuously learning and seeking growth opportunities to enhance skills in a dynamic work setting. Looking for a role that allows for further development and challenges in a growth-oriented environment.

Experience

Sales – 02/2021 to 05/2022

Moussa for Trading and Construction, Lebanon

- Managed key client accounts, ensuring timely delivery of products and services while maintaining high customer satisfaction levels.
- Developed and executed sales strategies that resulted in increased revenue and market penetration.
- Identified new business opportunities, expanding the client base and driving growth in targeted markets.
- Coordinated with the logistics team to ensure smooth order fulfillment and product availability.
- Conducted product presentations and demonstrations to potential clients, highlighting features and benefits.
- Provided excellent after-sales support, resolving customer issues and ensuring long-term satisfaction.
- Collaborated with the marketing team to develop promotional materials and campaigns to drive sales.
- Monitored sales performance, analyzed data, and provided reports to management to assess progress and adjust strategies.

Pastry Chef – 10/2019 to 02/2021

La Farina Bakery, Lebanon

- Created a variety of high-quality pastries, cakes, and desserts, maintaining consistent product standards and meeting customer expectations.
- Managed the daily production of baked goods, ensuring timely preparation and freshness throughout the day.
- Developed new pastry recipes and seasonal offerings, incorporating customer feedback and market trends.
- Supervised and trained junior kitchen staff, ensuring adherence to kitchen protocols, hygiene standards, and quality control.
- Assisted in managing inventory, ordering ingredients, and maintaining stock levels to minimize waste and optimize costs.
- Ensured a clean and organized kitchen environment, following health and safety regulations.
- Collaborated with the front-of-house team to ensure smooth service and timely delivery of orders to customers.

Sales – 06/2017 to 10/2019

La Farina Bakery, Lebanon

- Delivered exceptional customer service by assisting clients with product selection and addressing their inquiries, ensuring a positive shopping experience.
- Managed sales transactions, processed payments, and ensured accurate cash handling.
- Promoted bakery products through effective upselling techniques, increasing sales and customer satisfaction.
- Assisted in maintaining product displays, ensuring that items were attractively presented and well-stocked.
- Monitored inventory levels, placed orders, and ensured proper stock rotation to maintain product freshness.
- Collaborated with the kitchen and management team to ensure timely production and delivery of bakery items to meet customer demand.

Education

Bachelor’s Degree in Business Administration with an Emphasis on Marketing – 2024
Lebanese International University, Lebanon

Skills & Expertise

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| <ul style="list-style-type: none">• MS Office Proficiency• Key account management• Sales strategy development• Market expansion• Product presentations and demonstrations• After-sales support | <ul style="list-style-type: none">• Data analysis and reporting• Pastry creation and recipe development• Kitchen staff supervision and training• Inventory management• Customer service excellence• Collaboration with cross-functional teams |
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Languages

Arabic: Fluent | **English:** Fluent | **French:** Intermediate