

# Wael Haydar

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Choueifat, Lebanon, 1500

## Summary

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Highly experienced and successful branch management professional with a proven track record of increasing sales, customer satisfaction, and customer loyalty. Experienced in developing and leading highly effective teams, as well as creating and executing strategic plans. Committed to delivering exceptional customer service and achieving corporate objectives.

## WORK EXPERIENCE

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### **PURCHASING MANAGER-** Pump & Munch (Saab Petroleum)/ Beirut, Lebanon - **April 2025 – June 2025**

Pump & Munch is a minimarket inside petroleum stations.

### **BRANCH MANAGER-** FOOD RETAIL S.A.L/ Baabda, Lebanon - **Sep 2024 – April 2025**

Promarche acquired Metro Market in the last four years and kept their relation with intermarche France.

### **BRANCH MANAGER-** HIBOU S.A.L/ Beirut, Lebanon - **Sep 2022 – Sep 2024**

Retail store with a variety of local and imported products through 24/7 delivery service in 8 branches in Beirut.

- Delivering excellent service to ensure high levels of customer satisfaction.
- Motivating the team by training and mentoring staff.
- Creating business strategies to attract new customers, expanding store traffic, and enhancing profitability.
- Ensuring store compliance with health and safety regulations. Ensuring store is clean (Sign, Counter, displays...) and employees are well dressed in their uniforms.
- Undertaking store administration duties such as managing store inventory levels, budgets and updating financial records.
- Assisting in the recruitment of staff members along with the HR officer.

### **INTERNATIONAL BUYER -** La Carne Boutique/ Riyadh, Saudi Arabia - **Feb 2022 – July 2022**

Luxury Butcher Shop.

- Supplier communication and negotiation.
- Product registration in SFDA and regulations experience.
- Clearance and shipping with local and foreign companies.
- Pricing and labeling.

### **ASSISTANT STORE MANAGER-** Tamimi Markets / Riyadh, Saudi Arabia - **Feb 2019 – Feb 2022**

Tamimi Markets is a 24-7 supermarket chain in Saudi Arabia.

- Involved in departments to provide excellent customer service.
- checking with department staff for any issue or concern in the department, also checking staff hygiene and uniform.
- Product varieties availability and promo items availability.
- Receiving of products with high quality and maintaining display with Freshness rotation as per company SOP.
- Distress control and identifying the loop holes.
- Responsible for inventory results check invoices, internal transfers, distress, delivery Products, quality, quantity and variety.

### **DEPARTMENT MANAGER-** The Sultan Center/ Beirut, Lebanon- **Feb 2015 – July 2017**

Kuwait's Largest Retail Chain of Supermarkets.

- Monitoring shelf stocks and product displays, and the general appearance of the store.
- Training new staff members and scheduling shifts.
- Assigning tasks to employees based on their strengths and weaknesses.
- Lower the risk of expiry, damage, and take care of supplier returns.

**RETAIL VENDORS OFFICER - AFTER SALES-** AC Holding / Beirut, Lebanon- **Nov 2012 – Feb 2014**  
SAMSUNG Lebanon.

- Receive and enter items need repair DATA to SAMSUNG systems, follow-up until finished.
- check warranty validity according to provided documents.
- contact dealers for any issue related to their and/or their customers repairs, answer every service-related inquiry.
- request stock to fix units with delayed parts as required.
- send a driver daily to pick repairs from dealers' locations, schedule driver's pickups, send repairs back with driver to dealers' locations.

## EDUCATION

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**TECHNICAL SCHOOL OF CHOUEIFAT** - Choueifat, Lebanon - **May 2010**

- BT3 Accounting and informatics

## SKILLS

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### Software Skills

MS Office (Word, Excel, Outlook, Access, PowerPoint), Photoshop.

### Technical Skills

Store Management, P&L, HASAP, Budget, Customer Service, Quality Control, Supervision, Invoicing, Conflict Resolution, POS, Time management, Purchasing, Communication, Inter-personal, Coaching And Mentoring, Cross Selling, Customer Expectations, Density, GCC, Marketing, Merchandise, Operational Issues, Operations, People Management, Presentation, Profit, Promotions, Sales, Sales Plan, Sales Targets, Selling, Coach, Coaching, Confident, Efficient, Focused, Leadership, Motivate, Motivation, Optimize, Organizational.

### Languages

Bilingual in Arabic and English.

## Training / Courses

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- Speed (customer service) by Saber Group
- Highfield Level 2 Award in Food Safety for Catering (RQF)