

HOUSSAM ABDUL KHALEK

Retail manager

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📍 Sawfar-mount Lebanon



👤 Profile

Retail professional with 10+ years in the fashion industry, currently managing operations at Stradivarius. Proven track record of increasing sales, improving KPIs, and leading high-performing teams. Passionate about customer experience, store efficiency, and team development.

📁 Experience

Assistant manager at Stradivarius
Beirut ,Lebanon

2015 – Present

- Implement work strategies including planning, organizing, delegating and following up on tasks in addition to closely monitoring KPIs on daily, weekly and monthly basis.
- lead and follow up on achieving sales target, OPEX and shrinkage budgets - this includes monitoring and improving operation through analytics
- Communicate closely and continuously with all team members to discuss and carry out overall plans and daily tasks.
- Manage talents including handling staff trainings, motivating and leading team members for better performance.
- Manage inventory including implementing the use of RFID system, and store orders. Manage shipments, and transfers between stores. Manage stockrooms and inventory counts on quarterly basis
- Manage and monitor the staff. As well as train them on needed basis regarding customer service, body shape, product knowledge, styling, elevating sales, attaining targets, and most importantly aligning with company shop goals
- Check visual merchandising displays and monitor floor replenishment.
- Take charge of closing the cash at the end of every day, and the data entry of all transactions. Auditing any inaccuracy in cash balance and allocating responsibility to the cashier in charge to find the error and resolve accordingly.

Sales Representative at ZARA
Beirut,Lebanon

2013 – 2015

- Provide professional customer service.
- Support cashier with authority to solve problems and complaints.
- Count and control inventory on an end-of-month basis.
- Attend training workshops on exceptional customer service and product knowledge.
- Receive and send transfers between shops.
- Receive shipments and stocking it in organized manner
- Assist the manager in organizing tasks and controlling these tasks.

📖 Trainings

Certifications & Courses Online

- Advancement Ambassadors- Cycle 2
- How Leaders Generate energy and cultivate commitment.
- Performance Management: Employee engagement
- Retail Sales Management.
- Leadership tips,tactics and advice
- Sales Management foundation.
- The manager guide to difficult conversations.
- Getting things done with commitment conversations
- Customer service leadership
- The 10 pillars of customer experience
- Purchasing Foundation

Education

- **ARTS, SCIENCES AND TECHNOLOGY UNIVERSITY**
Business Administration. Marketing.
Completed in 2016
- **CIT Collage**
Diploma is Business Administration.
Completed in 2012

Skills

Languages:

- Fluent in English and Arabic

Retail Management:

- KPI monitoring
- Shrinkage control
- Visual merchandising
- Staff training & leadership

Tech Skills:

- MS Office (Excel, Word, Outlook)
- Internet research

Soft Skills :

- Effective communication
- Problem-solving & decision-making
- Time management under pressure
- Conflict resolution
- Attention to detail
- Adaptability & flexibility
- Collaboration & teamwork