

Bilal Kandakji

Business Development Executive

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SUMMARY

A results-driven Business Development Executive with a strong background in sales, customer relationship management, and operational excellence, delivering exceptional outcomes across diverse industries. Demonstrated success in leading and managing teams to achieve ambitious targets, including supervising 6 employees to exceed monthly sales targets and driving the sale of 3,000+ units monthly. Proven ability to maintain a consistent satisfaction rate of 99% through personalized service, streamlined customer protocols, and innovative relationship management strategies. Adept at managing large-scale inventories with 100% accuracy and implementing security measures that reduce theft and loss incidents. Seeking to bring this expertise to a dynamic organization aiming to achieve transformational results.

PROFESSIONAL EXPERIENCE

Business Development Executive

Jan 2024 – Present

BBC Industrials

- Supervised and managed a team of 6 employees to sell 3,000 units monthly and exceed sales targets by 41%.
- Developed and implemented a new employee training program, increasing employee performance metrics.
- Managed the hiring, onboarding, and training of new employees, achieving full productivity within 3 weeks.
- Oversaw the overall store budget, optimizing expenses and achieving a 13% reduction in operational costs YOY.
- Developed customer service protocols, achieving a 99% customer satisfaction rate and driving repeat purchases.
- Executed storewide inventory audits, identifying and fixing discrepancies and achieving 100% inventory accuracy.
- Implemented a new security system and a loss prevention program, reducing theft incidents and stock loss.

Sales Representative

Sep 2022 – Dec 2023

Chamy Mobile

- Guided and sold 50 retail customers daily by promptly and efficiently identifying and addressing their needs.
- Provided comprehensive customer service and support, achieving a 98% customer satisfaction rating.
- Increased average order value by 32% via personalized upselling and cross-selling of complementary products.
- Implemented a personalized customer relationship management strategy, increasing customer retention to 90%.
- Designed and implemented personalized customer experiences by utilizing customer data and insights.

Sales Representative

Jul 2020 – Aug 2022

Masri

- Responded promptly to customer queries and resolved complaints, to ensure positive customer feedback.
- Achieved a customer satisfaction score of 95% by providing exceptional service to 60+ customers daily.
- Developed and maintained strong relationships with regular customers to increase loyalty and repeat business.
- Maintained a consistent 100% accuracy rate when entering all customer data into the point-of-sale system.

EDUCATION

Bachelor's Degree in Business Administration
Lebanese University

Sep 2017 – July 2020

SKILLS

- Proficient in Team Leadership, Sales Target Achievement, Strategic Sales Planning, Profitability Optimization, Product Line Development, Employee Training, Onboarding and Mentoring, Budget Management, Expense Optimization, Customer Service Protocols, Visual Merchandising, Inventory Management, Performance Evaluation, Staff Incentive Programs, Loss Prevention Strategies, Data-Driven Sales Personalization, Customer Relationship Management, Upselling Techniques, Cross-Selling Techniques, Operational Efficiency.
- Proficient in POS Systems (Square, Shopify POS), ERP Software (SAP, Oracle NetSuite), CRM Software (Salesforce, Zoho CRM), Inventory Management Software (TradeGecko, Cin7), Data Analysis Tools (Tableau), E-commerce Platforms (Shopify, WooCommerce), Microsoft Office Applications, and Google Workspace tools.

LANGUAGES

- Arabic (Native)
- English (Fluent)