



Diana Abu-Dalou

Event Operations Manager | Store Management



Amman, Jordan



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PERSONAL INF.

Nationality:

Jordanian

Place of Birth:

Amman, Jordan

Date of Birth:

27th Feb, 1997

Marital Status:

Single

EXPERT SKILLS

- Project Management
- Staff Management
- Merchandising Strategies
- Leadership experience
- Technical support
- Multi-tasking
- Productivity
- Customer Services
- Sales Management
- Negotiation Skills
- Time management.
- Reporting Skills
- Team Work
- Computer Skills

PROFILE

A rigorous, task-driven professional with Extensive Experience and Knowledge in various fields related to Event coordinating and Store operation Management. Excellent communication and customer service skills, with a strong ability to build relationships with clients. Creative thinker with a passion for implementing new and innovative ideas.

WORK EXPERIENCE

Leya's Creations Events, Jordan

04.2023- Present

Operations Manager

- Planning an event's theme, setting, and overall design, including decorations and entertainment
- Meeting with clients to discuss their needs and preferences
- Managing budgets and expenses for each event to ensure profitability
- Managing multiple projects simultaneously to ensure that deadlines are met
- Providing customer service support to attendees by answering questions about policies or procedures
- Overseeing event setup and breakdown to ensure that the event proceeds smoothly and efficiently
- Liaising with performers to ensure that they are prepared for the event

Adidas, Jordan

03.2022- 03.2023

Sales | Staff Trainer

- Supervise the activities of the sales team including Training and marketing activities like product activations.
- Keep an eye on competitors' products, performance & activates
- Creative meeting to discuss all the products

Zara women | Az36++66adia-Group

10.2018- 06.2021

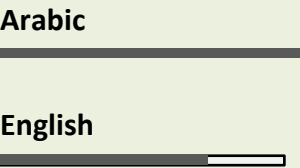
Assistant Manager

- Assist the Retail Store Manager in planning and implementing strategies to attract customers

INTERESTS

- Self-Development
- Research
- Public Relation

LANGUAGES



REFERANCE

Available upon Request

- Coordinate daily customer service operations (e.g., sales processes, orders and payments)
- Track the progress of weekly, monthly, quarterly and annual objectives
- Monitor and maintain store inventory
- Evaluate employee performance and identify hiring and training needs
- Handle complaints from customers

Zara kids | Azadia-Group, Jordan 09.2016 – 10.2018
Sales | Part Time

- Meeting or exceeding sales goals.
- Answering client questions about products, prices, and availability.
- Helping determine pricing schedules for quotes, promotions, and negotiations.
- Assisted with displays and offered ideas to increase product appeal.

EDUCATION

High School, Jordan 2016
General Secondary Certificate

COURSES

Zara | Azadia-Group
Customer service
Communication skill
Time management
Leader management

AZADEA | Online
Take a Deep Breath and Manage Your Stress
Exploring Self-Development
Understanding the Motives Millennials
Developing a Growth Mind-set
Being an Effective Team Member
The Building Blocks of Building Trust
Leading through Inspiration
Conquering Career Stagnation
Leveraging Emotional Intelligence