

ENAYA A. BOTROS

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SUMMARY

Extensive experience in management, sales, and customer service; fifteen in Canada owning and managing a retail store. Strong interpersonal communication skills. Tri-lingual.

EXPERIENCE

JOVY 2000, Montreal, Quebec, Canada

1994-2010

Store Manager, Owner 2006-2010, Partner 1994-2006

- Hired, trained, supervised and scheduled employees
- Responsible for bookkeeping, answering phones, and providing customer services such as preparing parties and ordering special items
- Managed payroll, insurance, inventory, purchasing/procurement and financials
- Interacted with other company owners and vendor product supply managers
- Increased average retail sales volume over 10% per year
- Introduced a new warehousing system that resulted in 90% fewer out-of-stocks
- Developed a new monthly retail sales reporting system to forecast yearly sales

JET VACATIONS, Subsidiary of Air France, New York

1993-1994

Reservation/Tour Operator

- Originated charters to Paris, made reservations and devised travel packages
- Scheduled reservations on Air France to and from destinations around the world
- Booked hotels and sightseeing opportunities for groups travelling in France
- Performed credit checks of clients

UNITED NATIONS, New York

1988-1993

Office Manager for Ambassador of the U.A.E. Mission to the U.N.

- Scheduled appointments and made arrangements for visiting dignitaries
- Oversaw logistics for meetings and entertainment of dignitaries
- Payroll, AR/AP, HR
- Wrote letters, speeches and performed other writing duties for the ambassador

EDUCATION

Bachelor of Arts in English Literature

Tri-lingual: English ,French and Arabic; PC software skills including Windows and Excel

COMMUNITY ACTIVITIES

St. Paul the Apostle Catholic Church, member and active volunteer

Red Cross volunteer

Board Member in the Mission Ukraine Children 's hope non profit organization

REFERENCES

Ken Kaczmarek

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