

Dima CHAALAN

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EDUCATION

Saint-Joseph University (USJ), Lebanon

2017 – 2020

Bachelor of Business Administration; International Business

Lycée Franco-Libanais Verdun, Lebanon

2006 – 2017

French Baccalaureate; Mathematics Specialization

WORK EXPERIENCE

Toters – Content Supervisor and Management, Beirut

Present

- Was leader of all grocery content team including toters fresh team
- Worked closely with the vertical account manager
- Managed daily target for each team member
- Managed deadlines for all grocery stores and tasks including fresh
- Managed grocery digitization team
- Prepared plans and strategies to grow groceries department
- Trained new members of team from scratch
- Used social media and SEO platforms

Toters – Content Specialist, Beirut

Summer 2020

- Data entry for all Toters grocery stores
- Mainly used excel, microsoft word, access and google sheets
- Worked closely with the account manager and assisted with completing many tasks
- Enrolled a weekly quality assurance for the stores
- Met the KPI targets for items added per day
- Updated stores daily
- Added up to 13.000 items from scratch per grocery store

Saint-Joseph University (USJ) – Student's Ambassador, Beirut

2019-2020

- Developed events ideas for students
- Team leader: led my team to first place during the 360 events at USJ

Bank Audi – Intern, Beirut

Summer 2019

- Learned about Bank Audi's systems and economic trends, conducted a report about the technological automation being implemented
- Acquired deep understanding of the internal controls implemented to help prevent fraud and corruption

Saint-Joseph University Rectorat (USJ) – Assistant, Beirut

Summer 2019

- Was responsible of data entry at the administration of the Saint-Joseph university by using Microsoft Excel and Microsoft Word.
- Assisted the business development manager by completing and organizing files and statements
- Searched for international donors, collected all the information necessary and assembled them into one report.

Joué Club – Sales, Beirut

Summer – Fall 2017

- Communicated with customers and convinced them to buy certain product
- Teamwork: it was our job to work as a team and communicate to complete customer's needs
- Sold specific products to reach the target set by the company at the end of the month.

SKILLS

Languages

- Arabic (native language)
- Fluent in English and French
- Beginner in Turkish & Spanish

Teamwork

- Approachable and adaptable to meet the needs of the team.

Others

- Organized.
- Hardworking
- Problem Solving
- Communication skills

Ability to objectively analyze and submit a reasoned judgment.

Computer Skills

- Highly skilled in MS Office, Excel, Power Point and Access

Leadership

- Ability to communicate, handle and motivate the team while assuring their best interests.

Ability to organize, prioritize and work under pressure heavy workload and deadlines.

MEMBERSHIPS AND AWARDS

Clubs

- Member of USJ's student life service
- Volunteer at Ajyalouna association
- Volunteer at the Lebanese Red Cross.
- Assistant of the USJ's student council president for one year
- President of the Lycée-Franco Libanais students council for three years in a row.
- Member of Al Riyadi's basketball team
- Member of Lycée's Bonaparte Doha swimming team

Awards

- Winners of USJ's 360 event challenge