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Maya Ramadan
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Beirut, Lebanon

EDUCATION

Lebanese American University, Beirut, Lebanon

Master of Business Administration, awarded merit scholarship, GPA 3.92/4 2018
B.S. in Business, emphasis Banking & Finance, graduated with Distinction, GPA 3.73/4 2010

WORK EXPERIENCE

Baraka Store, Beirut, Lebanon

December 2022-February 2024

Accounting Specialist

- Managed daily cash flow, overseeing receipts and expenses, and maintained accurate financial records in Excel.
- Verified delivered orders, ensuring alignment with receipt descriptions and amounts.
- Assisted in year-end analysis by providing insights on product performance.
- Provided input to management on product pricing, considering factors such as market need and customer preferences.
- Updated inventory records after each sale and upon receipt of new products to maintain accurate stock levels.
- Conducted regular inventory reconciliations to ensure consistency between physical stock and warehouse records.
- Coordinated with delivery service partners to ensure the timely delivery of products that meet clients' preferences while adhering to budgetary guidelines.

Sales Specialist

- Served clients' needs through personalized interactions and product promotion on multiple social media platforms and with in-house visitors.
- Assisted customers in selecting products tailored to their needs.
- Followed up with customers after each order to gain their feedback and take action accordingly.

SET Systems-Sukkar for Elevators and Trading SARL, Beirut, Lebanon

August 2019-September 2020

Accountant

- Issued invoices and offers to clients by analysing regions, elevator types, and needed spare parts to provide a tailored service and give customized offers.
- Coordinated regularly with the sales team to discuss and follow-up regarding client accounts.
- Worked with the sales team to highlight overdue client balances and set needed solutions.
- Maintained an effective client file management for each regional sales representative.
- Took initiative in organizing company contracts, collecting information, and meeting with key individuals to develop an organized system to follow-up on installation for each customer, which facilitated timely money collection based on installation phases and payment milestone.

Client Relations

- Handled customer complaints and inquiries to identify tailored solutions.
- Prepared maintenance contracts for new clients after collecting all needed information.
- Managed new customers by formatting and structuring invoices and documents to fit customer needs and ensure appropriate follow-up.
- Conducted research to gain industry knowledge and follow-up on market trends.

ALH International SARL, Beirut, Lebanon

June 2011-July 2014

Administrative Assistant

- Managed calls and inquiries to ensure all requests are handled.

- Managed the company contact databases and invoiced customers on a daily basis.
- Utilized organizational skills to maintain a scheduled agenda for suppliers' invoices to ensure timely payments.
- Conducted thorough review and accurate data entry of documents received from clearing agents for shipments arriving at the Port of Beirut.
- Reconciled statement of accounts between the database and bank accounts.
- Handled the journal entry of documents including shipment documents, receipts, and expenses to maintain precise financial record-keeping.
- Reconciled databases' statement of accounts with bank accounts on a monthly basis.
- Reconciled stock movements between databases and warehouse.
- Packaged orders with the team to facilitate the process and preserved the filing of documents.

LANGUAGES & COMPUTER SKILLS

Languages: Fluent in both English and Arabic.

Computer: MS Office (Word, Excel, PowerPoint)