

Dana Jihad Faour

Beirut, Lebanon

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LinkedIn Account URL: <https://www.linkedin.com/in/dana-faour-13218a83>**OBJECTIVE/Profile**

Seeking a job that offers a vibrant workplace where I can use my solid sales experience and proven customer-relationship strengths to achieve challenging sales goals.

EDUCATION Most Recent Backwards

From 10/09 to 05/14	American University of Beirut Bachelor in Public Administration, with Emphasis on Public Management Graduation Date: May 2014	Beirut, Lebanon
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From 09/01 to 06/09	King Khaled International School High School Diploma	Riyadh, KSA
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EXPERIENCE Most Recent Backwards

From 08/17 to Present	ITG Holding (Veritas Technologies), Position Held: Commercial Account Manager <ul style="list-style-type: none">• Lead point of contact• Build and maintain strong, long-lasting customer relationships• Negotiate contracts and close agreements• Develop trusted relationships with key accounts, customer stakeholders and executive sponsors• Develop new business with new or existing clients• Forecast and track key account metrics• Prepare reports on account status• Identify and grow opportunities within territory	Beirut, Lebanon
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From 11/16 to 07/17	TurQuoise Position held: Sales Representative <ul style="list-style-type: none">• Contact potential customers• Arrange appointments• Cold-call or go door-to-door• Deliver presentations to doctors• Build relationships with medical staff• Provide competitive information such as bid situations, pricing data• Perform product demonstrations, installations, and application support• Research competitors• Estimate time and date of delivery	Beirut, Lebanon
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From 02/14 to 10/16	Horizon for Trading Position Held: Senior Customer Care Specialist <ul style="list-style-type: none">• Lead point of contact• Build and maintain strong, long-lasting customer relationships• Negotiate contracts and close agreements• Develop trusted relationships with key accounts, customer stakeholders and executive sponsors• Develop new business with new or existing clients• Forecast and track key account metrics• Prepare reports on account status• Identify and grow opportunities within territory	Beirut, Lebanon
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From 01/11 to 01/12

Damaco

Beirut, Lebanon

Position held: Customer Service Agent

- Attracts potential customers by answering product and service questions
- Opens customer accounts by recording account information.
- Maintains customer records by updating account information.
- Resolves product or service problems by clarifying the customer's complaint
- Participate in business development program to support company's professional growth as well as to provide quality services to customers.

PROJECTS ACCOMPLISHED/OR EXTRA CURRICULAR ACTIVITIES

- HubSpot Innovation: Digital Marketing

SKILLS

Languages: Fluent in English, Arabic with basic knowledge in French and Chinese (writing, reading and speaking)

Computer Skills: MS Word, Excel, PowerPoint, Access, Internet use, Odyssey, HTML, Salesforce, Adobe Photoshop, Illustrator

Research Skills: LinkedIn by using Sales Navigator

Soft Skills: Leadership, Communication, Team-Building, Organizational, Good Network, Time Management, Public Speaking