

Joanna Khalil

Beirut, Lebanon

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EDUCATION

EAE Business School and Polytechnic University of Catalunya, Barcelona – Spain <i>MSc of Marketing and Sales, with Minor in Design Thinking</i>	Apr'18 – Mar'19
Notre Dame University, Beirut – Lebanon <i>Bachelor of Business Administration – Management Concentration</i>	Oct'12 – Jun'16
Melkart College, Beirut – Lebanon <i>French & Lebanese Baccalaureate (Economics and Social Sciences)</i>	Oct'00 – May'16

WORK EXPERIENCE

Khalil Fattal et Fils SAL – Lebanon <i>Sales Representative, Healthcare department</i> <ul style="list-style-type: none">Developed, managed and maintained client relationship in designated territory, both pharmacies and hospitalsManaged clients' payments, inventory and marketed products of Pfizer, Servier and Bayer and followed up on specified quarterly targetsDeveloped and implement a database to track sales activity of pharmacies and hospitalsPrepare market review research and study concerning specified healthcare products in order to launch new products on the Lebanese market	Dec'17 – Apr'18
Sonaco SARL Al-Rabih – Lebanon <i>Internship, Marketing and Sales</i> <ul style="list-style-type: none">Accompanied different sales representatives throughout their daily visits to retail stores to gain knowledge of the different accounts held and inventory managementAssisted the sales department manager/vice chairman in contracts negotiations and proposalsAssisted in reshaping the online branding strategy	Jul'15 – Aug'15
Salon Jean Khalil, Lebanon <i>Family Business, Customer Care and Executive Assistant</i> <ul style="list-style-type: none">Ensured customer satisfaction, supervised employees and all servicesKept financial records and ensured all salon invoices are paidPlanned and ordered merchandise available for customer purchase and in-store useCreated loyalty programs for customers to enhance the customer care experience	Oct'12 – Jan'16

LEADERSHIP SKILLS AND VOLUNTEER WORK

Vice-President of the Social Committee, NDU <ul style="list-style-type: none">Represented more than 800 students in the Faculty of Business Administration and EconomicsWorked on several proposals and plans to enhance student's life around campus and executed them	2012 – 2016
Head of Events and Volunteering Committee, NDU <ul style="list-style-type: none">Initiated and organized several volunteering activities, such as Christmas food and clothes banks, breast cancer awareness day, campaign and conference for women empowerment and rights in Lebanon and a day full of activities for children in need	2012 – 2016

OTHER SKILLS

<ul style="list-style-type: none">Certificate in “The Customer Journey Map” training by WIDERAcquired skills: marketing, customer relationship management, social media strategy, SEO, market research, negotiations, design thinking, time management and planningComputer skills: Software: Microsoft Office (Word, Excel, PowerPoint), Oracle WebLogic ServerHobbies: Art, fitness, music and nature enthusiastsLanguage Proficiency: English, French and Arabic: Fluent; Spanish: Basic	2018
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