

# RAYANE AWKAL



## OBJECTIVE

Seeking a challenging position in a reputable company that offers new opportunities to thrive and professionally advance, while harnessing my skill-set attained throughout my career.

## CONTACT

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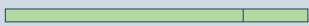
☎ +96170924270

DOB : 01 - 05 - 1988

Marital Status : Single

## LANGUAGES

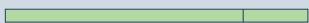
Arabic



English



French



## INTERESTS

Reading

Acting

Jogging

Swimming

Travelling

Dancing

Music

## WORK EXPERIENCE

### Morgan International, Beirut , Lebanon

May 2018 - Present

#### Senior Faculty Specialist

- Ensures the implementation and compliance of operational policies, procedures and processes across offices.
- Shortlist, recruit and select instructors for public and corporate classes.
- Evaluate instructors' performance by pushing field staff to have completed and updated assessments of instructors on the company's software and by reviewing the ratings, providing feedback and taking corrective action with the ones who fall below expected rates.
- Liaise with field staff during the selection process by providing primary feedback and contributing in the selection of the most qualified instructors.
- Implement faculty training program by utilizing lead instructors and Business Managers. Facilitate and delivers instructor's training to ensure that all instructors are familiar with the system and are introduced to best practices and techniques.
- Evaluate faculty development needs, plan and implement strategies to improve the faculty's input and performance.
- Responsible for the live online courses; sets online class schedules and allocate instructors.

## LES AFFICHAGES PIKASSO, LEBANON

May 2015-September 2017

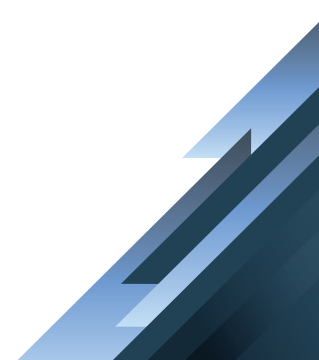
Sales Administrative Coordinator

- Follow up all tasks related to the before & follow up on all pre/post-sales tasks to ensure a smooth and timely service.
- Coordinate Sales support team and internal departments to service clients' needs.
- Wide Experience in using Fusion and Ayuda software.
- Liaise with clients and agencies from order, implementation, visuals, monitor the censorship process to closing of a campaign.
- Prepare, send and follow up on installation orders with the printing house.
- Prepare and follow up on monthly control for the installation, dismantling and the good shape of the visuals with the technical department.
- Follow up on documents and pertinent records.
- Handle customer complaints and communicate to the concerned parties.
- Professionally represent the company's goals to clients, and building upon existing relations.

## ARAMEX, LEBANON

OCTOBER 2014 -APRIL 2015

Customer Management Executive

- Manage customer inquiries, problems, requests and suggestions; determine appropriate solutions and/or responses.
  - Ensure high levels of customer satisfaction by providing smooth customer service per professional service standards.
  - Negotiate customer claims, initiate billing adjustments in coordination with team leader.
  - Develop new customers from both the market and existing customers with business solutions.
  - Plan and execute regular maintenance and business development visits to customer.
  - Maintain and regularly update customer information.
  - Understand all aspects of customers' business needs, network within customer's organization to explore new business development opportunities.
  - Promote suitable products /solutions and develop solutions for customers involving business units.
  - Work with other business units in the company, such as ground operations, cargo operations, etc., to ensure proper service→ delivery to customers.
  - Prepare time-sensitive proposals and quotations to customer.
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## EATERNITY SAL-MAGNOLIA BAKERY, LEBANON

NOVEMBER 2013 -APRIL 2014

### Marketing &Events Executive

- Conceptualizing yearly strategic communication planning and development.
- Coordinate with marketing manager for brand development.
- Handling new business pitches (presentations, proposals etc.)
- Setting up local events for clients
- Coordinate and monitor event timelines and ensure deadlines are met.
- Initiates, coordinates and/or participates in all efforts to publicize event.
- On-site set-up, product sampling and working with the public
- Respond to clients queries
- Ensure continuous coordination with colleagues and strive to build, implement and deliver the best marketing communication solutions for clients.
- Solve & Follow up on client's problems regarding the quality of services provided within various branches.

## FASTTRACK SAL, LEBANON

NOVEMBER 2013– APRIL 2014

### Logistics Executive

- Warehouse Management System.
- Preparation of KPIs and submitting them to Diageo.
- Purchasing.
- Meeting with suppliers.
- Control and Audit the inventory.
- Quality control on warehouse standards.

## BOECKER PUBLIC HEALTH, LEBANON

JUNE 2012– OCTOBER 2013

### Operations Executive

- Daily dispatch for technicians with full instructions about the job.
  - Weekly meetings with technicians.
  - Schedule appointments.
  - Follow-up on clients.
  - Insure vehicles are maintained & operational.
  - Undertake regular meetings with HOD.
  - Present the assigned reports.
  - Ensure a high quality service.
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## E D U C A T I O N

NEOMA BUSINESS SCHOOL, FRANCE 2009-2012

**Masters in Management**

ESA(ECOLE SUPÉRIEURE DES AFFAIRES) 2009-2012

**Masters in Management**

UNIVERSITÉ SAINT-JOSEPH 2006-2009

**Bachelor's degree in Marketing and Advertising**

LYCÉE MAKASSED 2005-2006

**Baccalaureate in Economics**