

Jad G. Saad



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Nationality: Lebanese
Marital Status: Married

OBJECTIVE

- My goal is to become associated with a company where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation.

EDUCATION

- 2009 - 2012 *"Arab open university", Beirut, Lebanon*
Bachelor of Business Administration Management
- 2002 – 2003 *"New Horizons of Lebanon", Beirut, Lebanon*
Microsoft Certified System Engineer of Windows 2000 Server
- 1997 – 1998 *"Université Libanaise - Faculté des Beaux Arts - INBA", Furn El Chebbak*
Architecture
- 1996 – 1997 *"Université Libanaise - Faculté de Droit et de Sciences Politiques", Jal El Dib*
Law
- 1995 – 1996 *"Collège Notre Dame des Pères Carmels", Hazmieh, Lebanon*
Official Baccalaureate – Elementary Mathematics

PROFESSIONAL EXPERIENCE

- January 2018 – March 2019

QuanTech
Lenovo Account Manager

- Manage a portfolio of accounts achieving long term success.
- Identify and contact potential customers and develop positive relationships with clients.
- Act as the point of contact and handle customers' individual needs.
- Generate new business using existing and potential customer networks.
- Store and sort financial and non-financial data in electronic form and present reports using Salesforce CRM.
- Negotiate the terms of an agreement (payment terms, delivery, installation...) and close sales.
- Resolve conflicts and provide solutions to customers in a timely manner.

- Design and deliver functional ICT infrastructure solutions offering Lenovo hardware infrastructure, Microsoft, VMware, Veeam, Cisco, Barracuda...
- Set and track sales account targets, aligned with company objectives.
- Monitor sales metrics, quarterly sales results and annual forecasts.

- *November 2017 – December 2017*

***EDM – Engineering, Design and Manufacturing
IT Business Consultant***

- Coordinate sales team by managing schedules, filing important documents and communicating relevant information.
- Ensure the adequacy of sales-related equipment or material.
- Identify and contact prospective customers and discuss their requirements.
- Respond to complaints from customers and give after-sales support when requested.
- Store and sort financial and non-financial data in electronic form and present reports using CRM.
- Negotiate terms of agreements (payment term, delivery, installation...) and close sales.
- Handle the processing of all orders with accuracy and timeliness.
- Follow up on current projects and ensure achieving targeted goals by controlling the sales process.
- Inform clients of unforeseen delays or problems.
- Monitor the team's progress, identify shortcomings and propose improvements.
- Assist in the preparation and organizing of promotional material or events.
- Ensure adherence to laws and policies.
- Locate vendors of materials, equipment or supplies, and interview them in order to determine product availability and terms of sales.

- *February 2011 – October 2017*

***Teletrade Computer Systems
Senior Sales Account Manager***

- Managing the sales process for new prospects, from initial contact through to closure, including visiting the potential customers for new business.
- Identify and contact prospective customers and discuss their requirements.
- Achieving all revenue targets & objectives in line with the Business Plan.
- Locate vendors of materials, equipment or supplies, and interview them in order to determine product availability and terms of sales.
- Dealing with customer enquiries face to face, over the phone or via email.
- Establish strong long term business relationships with key clients while following up periodically.
- Prepare BOQs and negotiate the terms of an agreement (payment terms, delivery, installation...) and close sales.
- Design and deliver functional ICT infrastructure solutions offering HP hardware infrastructure, HP Networking, Microsoft, VMware, Veeam, Cyberoam, Sophos,...
- Gather market and customer information and provide feedback on buying trends.
- Represent the organization at trade exhibitions, events and demonstrations.

- Review own sales performance.
- Follow up on current projects and ensure achieving targeted goals by controlling the sales process.

- *June 2010 – January 2011*

At Your Service
Operations Coordinator

- Managing stock in the warehouse.
- Receiving and delivering parts from and to the warehouse.
- Assigning service calls to the technicians.
- Dealing with local suppliers in order to provide best deals for needed equipment and resources.
- Managing the company fleet.
- Receiving customer calls relative to defected machines.
- Preparing offers.
- Issuing invoices, delivery notes...

- *March 2008 – May 2010*

SOLARCO
Assistant Technical manager

- Managing stock in the technical department spare parts warehouse.
- Receiving and delivering parts from the technical department warehouse.
- Assisting the technical manager in assigning service calls to the technicians.
- Dealing with local suppliers in order to provide best deals for needed spare parts.
- Managing the company fleet.
- Receiving customer calls relative to defected machines.
- Issuing offers, invoices, delivery notes and transfers.

- *March 2005 – January 2007*

S.E.T.S (DELL - Distributors in Lebanon)
Delivery coordinator

- Managing stocks in warehouses between Expeditors warehouses and S.E.T.S. Downtown warehouse.
- Issuing transactions papers:
 - Issuing production orders for PCs related to sales orders in order to be checked (hardware & software) by technicians taking in consideration customers demands.
 - Sales invoices and deliveries related to the sales preparation orders to be delivered.
 - The needed papers for replacing defective items requested by the technical manager.
 - Purchasing: processing and following the orders of the needed items from local market.
- Coordinating with salesmen, clients and delivery company (Expeditors) to schedule the deliveries.

- Coordinating with salesmen and Technical department to schedule the installation calls in relation.
 - Issuing invoices for regional sales and managing deliveries with DHL when needed.
 - Performing inventories twice a year in order to control the stock differences.
- *February 2004 – March 2005*
Hypermarket Bou Khalil, Mkalles
Stock manager
 - Managing stock, vouchers, credit-notes and purchase between showroom, warehouse, other branches and dealers.
 - Performing inventories every day in order to control the stock differences.
 - Leading a group in the showroom into products displaying and client's services.
 - Leading a group in the non-food department (detergent, electronics, stationery...)
 - Performing stock transfers from warehouse to showroom upon shelves needs.
 - Monitoring the group in the showroom into products displaying, expiry dates and client's services.
 - *July 2001 – January 2004*
Bou Khalil Cash & Carry, Hadath
Assistant stock manager
 - Managing stocks in the warehouse in Hadath and between Bou Khalil branches.
 - Performing inventories every day in order to control the stock differences.
 - Deploy, manage and administrate Windows 2000 Server and network.
 - Troubleshooting printers, computers and network hardware and software

KNOWLEDGE AND SKILLS

- Good skills in computer usage: Microsoft Office (Word, Excel, PowerPoint)
- Very good communication skills.
- Characteristics: dynamic, ambitious, serious, motivated...
- Time management, Sales planning, Customer support...

MILITARY SERVICE

Completed in September 1999

LANGUAGES

- Arabic: Native language
- English: Good reading, writing and speaking
- French: Good reading, writing and speaking

INTERESTS

- Technology follow-up
- Sports: Skiing, Basketball, Fishing & Hunting

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REFERENCE

Reference is available upon request.