

PERSONAL INFORMATION

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Status: Married
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EDUCATIONAL BACKGROUND

2014	American University of Beirut – Beirut AUB / CMCS Certification in Project Management Professional – PMP
1998 – 2004	NOTRE DAME UNIVERSITY – LOUAIZE B.A. in business management
1998	SAINTS COEURS Technical Baccalaureate in commercial science

SKILLS

- **LANGUAGES**
 - Fluent in Arabic, English, satisfactory in French
- **ERP SYSTEM**
 - Microsoft Dynamics , DDMS, & GWMS, PIMS

WORKING EXPERIENCE

A.N. Bou Khater
Spare Parts Manager / Motorbikes Division
[July 2017- Present]

- Develops, communicates, enforces and monitors effective Parts Department processes to ensure internal and external customer satisfaction.
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- Promotes and merchandises parts and accessories in conjunction with other store locations.
- Identify fast vs. slow movers and maintain appropriate stock levels of each.
- Creates annual Parts Department goals and budget, in alignment with the organization's financial and operational objectives.
- Develops and executes Parts Department marketing plan and monitors monthly to ensure achievement of departmental goals.
- Maintains an accurate and effective parts inventory control system that includes a perpetual and/or annual physical inventory and proper counter procedures.
- Maximizes use of all order discount programs to achieve management stock order goals

BANKERS INSURANCE

Unit Manager / Freelancer

[January 2017- June 2017]

- Analyze statistical data, such as mortality, accident, sickness, disability, and retirement rates and construct probability tables to forecast risk and liability for payment of future benefits.
- Recruit new agents.
- Solicit potential buyers of policies.
- Lead insurance agents and track performance.
- Create and implement business strategies and goals.

SWITCH GROUP

Account Manager Facility Management

[March 2015- November 2016]

- Generate sales for a portfolio of accounts and reach the company's sales target.
- Identify new sales opportunities within existing accounts to remain a client-account manager relationship by up-selling and cross-selling.
- Manage and solve conflicts with clients.
- Interact and coordinate with members in other departments working on the same account.
- Establish budgets with the client and company.
- Meet time deadlines for accounts.
- Attending clients meeting.
- Maintaining and expanding relationship with existing clients.
- Leading project management activity.
- Achievements:
 1. Surpassed Sales Goals by 80%.
 2. Introduced company products to Residential Clients.
 3. Established good working relationship with customers.
 4. Improved the accuracy of budget forecast

KIA MOTORS – NATCO

Spare Parts Manager / Warranty Manager

[Sept 2005- Feb 2015]

Spare Parts:

- Develop and implement sales forecasts for the Parts business.
- Provide input on efforts to enhance existing products that meet customer requirements while maintaining pricing and gross margin requirements.
- Develop and implement sales forecasts for the Parts business.
- Maintain inventory control and proper stock levels
- Implement and control the stripping and proper placement of all used spares.
- Ensure the physical security of all parts to prevent theft and losses
- Ensure that parts are stored correctly so as to prevent damage and losses
- Maintain all part codes and associated barcodes for parts
- Identify fast vs. slow movers and maintain appropriate stock levels of each.
- Ensure security and accuracy of stock levels
- Ensure that all customers are being served in a professional timeous fashion and are being provided the correct parts.

Warranty:

- Approve the warranty cycle as per KMC system.
- Read shop manuals to ascertain type and specification of part.
- Handle Online claims & online invoices
- Handle technical Bulletins
- Fill the quality reports when needed
- Compare invoices against requisitions to verify quality and quantity of merchandise received.
- Store replaced parts in storeroom bins and issue parts to KMC upon request.
- Control repair time expended by mechanics.
- Request parts from central parts department.
- Handle warranty audit on quarterly & monthly basis
- Fill KPIs monthly report for KMC and other reports as per request
- Train team members & other members in our sister companies concerning warranty applications.
- Prepare a detailed report for the financial department for all incoming payments from KMC.
- Implement incentive program: monitor and calculate the time allocated by the labor time standard versus working time and presence of employees.
- Monitor promotions made during the year with the study of their budget.
- Monitor and calculate customer satisfaction index (CSI) to improve quality and performance.
- Monitor training schedule for technicians, spare part department staff and service advisors
- Achievement:
 1. Increased the efficiency of technical employees with high quality standards by implementing incentive program.
 2. Developed and implemented client satisfaction program.
 3. Developed warranty department standards for better quality performance and KPI goals.

ELEVENT – EVENT ORGANIZERS

Event Planner (freelance)

[2005-2007]

- Develop prioritizes, and implements tactical project plans, including customer promotion programs, press events, trade show activities, and sales meetings.
- Negotiate contracts and maintains relationships with preferred vendors.
- Compile estimated cost models, submits final budget, tracks budget statistics, and prepares management reports.
- Assist in theme, demo, and exhibit space layout development for trade show booths.
- Make space reservations for trade show booths, and coordinates shipping of booth materials, booth setup, staffing, demos, and lead collection.
- Negotiate group air and hotel contracts for event staffers and attendees to meet approved budget.
- Set up sales meeting and press event schedules organizes materials, reviews transportation itineraries, and books venues and services.
- Assist in creation of internal and external promotional pieces.
- Coordinate registration and payment procedures, promotional advertising and mailings, and corporate sponsorship activities.
- Organize required catering services and room and communication equipment setup.
- Manage on-site staffing and registration.
- Determine appropriate responses to problems and emergencies.
- Provide project status updates.

PART TIME JOBS

CIT INSTITUTE

Computer Instructor

[Sep 2003 – July 2004]

WORKSHOPS

[2010 warranty committee] (KIA MOTORS) – Korea 2010

[2012 Quoris Premium Service Seminar] (KIA MOTORS) – Egypt 2012

[2014 volunteer in PM4YOUTH project] (PMI Chapter Lebanon) – Lebanon 2014

[2019 Negotiation Technique Certificate] (Wydner Coaches) – Lebanon 2019

[2019 The Big Kahuna Sales Program Certificate] (Wydner Coaches) – Lebanon 2019
