



Charbel Mansour

Professional Summary

Forward-thinking Regional Manager with deep understanding of market conditions and regional preferences. Proficient in gathering market information and forecasting trends to optimize plans.

My main objective is to make sure that company's operations run smoothly, sales goals are attained and financial objectives are met.

Accomplished in growing gross sales, increasing customer numbers and maximizing profits with a hands-on and proactive style.

Work History

Team Pro International - Regional Manager

Erbil

2012 - Current

- Responsible for overall performance of assigned group of franchisees.
- Answer operational questions and issues from franchisees and technicians.
- Assist in monitoring overall customer satisfaction.
- Maintain communication with all franchise owners on a regular basis.
- Analyze franchisee performance and provide feedback, guidance, and training in order to impact results.
- Assist in the developing of new operations, procedures and policies.
- Assist training department with new franchisees and ongoing training.
- Conduct and attend regional meetings for assigned regions.

Team Pro International - Branch Manager

Syria

2010 - 2012

- Direct all operational aspects including distribution operations, customer service, human resources, administration and sales.
- Assess local market conditions and identify current and prospective sales opportunities.
- Develop forecasts, financial objectives and business plans.
- Meet goals and metrics.
- Manage budget and allocate funds appropriately.
- Bring out the best of branch's personnel by providing training, coaching, development and motivation.

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Skills

Computer Skills:

Microsoft office, visual basic.6.0, html, adobe Photoshop, internet explorer, visual C, C++, assembler (Motorola 68hc11, PIC 16f877), Matlab, Agile.

Languages:

English: Fluent

French: Fluent

Arabic: Native Language

Education

2006

Lebanese University

BS: Telecommunication

Achievements:

- Central Medical Station - Intensive Care (Graduation Project - 2006).
- Building Management System (2005).
- Surface Treatment Project (2004)

- Locate areas of improvement and propose corrective actions that meet challenges and leverage growth opportunities.
- Share knowledge with other branches and headquarters on effective practices, competitive intelligence, business opportunities and needs.
- Address customer and employee satisfaction issues promptly.
- Adhere to high ethical standards, and comply with all regulations/applicable laws.
- Network to improve the presence and reputation of the branch and company.
- Stay abreast of competing markets and provide reports on market movement and penetration.

Alumco Group - Procurement Manager And Team Leader

Beirut

2007 - 2010

- Plan, develop and manage all procurement and contractual aspects of projects of significant complexity specifically related to major buildings' renovations.
- Advise requisitioning units and recipient entities on the full range of procurement issues, drafting specifications and scope of work; provide support and guidance at all stages of the procurement cycle.
- Prepare/oversee preparation and distribution of invitations to tender and manage/conduct all aspects of bid/proposal evaluations.
- Formulate strategies and design innovative solutions to resolve issues/conflicts for complex procurement projects.
- Establish and maintain work program and schedule for ongoing contracts and newly-planned ones on the renovation projects.
- Participate in negotiations with suppliers, sign procurement orders up to the authorized limit, and, in cases where the amount exceeds authorized signature authority, prepare submissions to the Contracts Committee for review and subsequent approval by the authorized official.
- Conduct market research to keep abreast of market developments; research and analyze statistical data and market reports on the world commodity situation, production patterns and availability of goods and services.
- Identify new technologies and products/services, evaluate and recommend potential supply sources and participate in the incorporation of research's results into the procurement program.
- Provide support in ensuring proper oversight and adherence to contractual agreements, contract amendments and extensions, and advise concerned parties on contractual rights and obligations.
- Prepare a variety of procurement-related documents, contracts, guidelines, instructions, etc.
- Supervise and provide guidance to new/junior staff.
- Perform any other duties as requested by the Supervisor and/or Director of Administration.

Cedarcom - Account Manager And Corporate Sales Consultant

Beirut

2007

- Manage relationships with clients and solve their problems with ISP (fiber links).
- Establish and maintain project plans and monitor actual work progress.
- Maintain user's accounts.
- Implement the point of sale, help desk and knowledge base system.

MSL Technology And Charter Broadcast - TV And Graphic Operator

Qatar

2006

Supervise and manage all the operations and the graphics appearing on live television.

Ogero - Trainee

Beirut

2005 - 2006

- Practice "ISDN" and "Leased Line".
- Training courses and on-field implementation of the "Protocol SS7".

DMS (Dynamic Marketing Services) - Assistant Manager

Beirut

2004 - 2005

- Practice and master new sales and marketing techniques with all kinds of customers.

