

Elsy Awad

Bsalim, French Neighborhood

Nationality: Lebanese

Status: Married

Date of Birth: June 22, 1988

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Objective

Seeking a challenging position where I can gain experience, utilize my competencies, capabilities, organization and management skills to contribute to the company's growth, development and personal fulfilment.

EDUCATION

Holy Spirit University of Kaslik (USEK)

June 2010

Bachelor of Business Administration – Transport and Logistics

Val Père Jacques School Jal El Dib-Bkenneya Lebanon

July 2006

Lebanese Baccalaureate - Economic and social sciences

EXPERIENCE

Net Logistics SAL- Beirut port Free zone

Key Account Manager

August 2016 -Present

- To manage and monitor the key customer's business growth by providing quality customer service and ensuring smooth operations and minimizing claims and meeting Kpis set for claim management
- New Business Acquisition against departmental targets
- To monitor job files related to billing and payment approvals
- Support Business Development team in closing a new deal by negotiating rates with agents and local suppliers and provide commercial support to the team.
- Managing key clients' portfolios with the objective of maximizing profits by retaining the business and proactively pursuing new opportunities and ensuring that the highest level of service is being maintained at all stages while reaching sales target and respecting Gross Margin target set.

Net Logistics SAL- Beirut port Free zone

Regional Desk Supervisor

July 2014 –July 2016

- Responsible of developing trade lanes based on product types (*product development*)
- Developing regional accounts and regional market growth
- Enhancing agency relations with Agents and Networks
- Preparing regional desk sales activity reports on weekly basis
- Co-ordination and support to Sales team and Accounts personnel in their activities

Net Logistics SAL- Beirut port Free zone

Regional Desk (Ocean freight specialist)

April 2012 –June 2014

- Maintaining pricing structure
- Liaise with Shipping Agencies / Carriers / Lines for competitive rates and services
- Responding to local offices RFQs and Inquiries
- Enhancing agency relations with Agents and Networks
- Responsible of issuing SOPs for Beirut, Iraq, Jordan and Syria stations and maintaining KPI's for global customers
- Developing ERP and claim management system to facilitate CS daily tasks
- Training and Orientation for New employees

Net Logistics SAL- Beirut port Free zone*Customer Service Executive***June 2010 – March 2012**

- Handling customers queries for Import/Export, Cross trade, land & Air consignments
- Responsible for executing shipments, arranging all logistics and preparing shipping documentation
- Provide feedback to customers on all operation issues and ensure performance measurements are met
- Communicate / correspond with International Agents and Consignees, send pre-alerts / pre advice / arrival notice and ensure timely issuance of delivery orders, clearance and Delivery of Shipments
- Prepare billings and KPI statistics

The Sultan Center Retail Lebanon Sal*Loyalty Program (Marketing Department)***July 2009 –May 2010**

- Create a database of customers
- Study customer's preferences of consumption, acceptance of brands, periodicity and quantity of purchase
- To establish additional means to maintain existing customers and increase new ones
- To increase consumption of goods and services and customer's visits
- Validates member eligibility and the sufficiency of point balances for requested services
- Manage the operational activities of the loyalty program and consumer enrolment right from the time of application to the redemption of the points

SKILLS

Software skills: Microsoft Office: Word, Excel, PowerPoint, Visio, and Outlook

Languages

- English: Fluent (Read, Written, Spoken)
- Arabic: Fluent (Read, Written, Spoken)
- French: Fluent (Read, Written, Spoken)

Hobbies

Swimming and reading

References

Available upon request