

Sarah RACHED

Date of Birth : September 04 1989
Address : Beirut – Lebanon (Willing to relocate)
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Professional experience:

Senior Operations Officer | WorldNet SAL – a Data Consult company| December 2016 – Present

- Working in close relation with the sales team and assist them in their work and relation with the suppliers.
- Handling quotes acquisitions and conducting direct negotiations with vendors and suppliers .
- Preparing Bill of Materials, Costing and proposals.
- Bridging between sales daily operations, administrative processes and financial transactions.
- Looking after renewals and support contracts.
- Engaging in daily communications with customers.
- Getting quotation from the appropriate suppliers as well as other related matters for accurate cost calculation purpose.
- Placing orders related to local and international suppliers.
- Updating order components in coordination with the Account Managers and the CFO.
- Escalating setbacks or delays to all stakeholders.
- Responsible for the integrity of the workflow cycle set by the management.
- Bids preparation.

Senior Operations Officer | Data Consult | December 2015 – December 2016

Normalization & Support | Computer Information System | January 2015 – September 2015

- Maintain and enhance the existing database, exports, and reports through Sage – Gestion Commerciale pour SQL Server
- Importing files (Products, PFI, Invoice, Credit notes...) on Sage
- Database Modeling & Normalization
- Monitor job and transfer queues to ensure they are functioning as expected
- Importing purchase and sales orders
- Checking purchase and sales invoices

- Supporting Entities and colleagues in Sage procedures
- Create and maintain documentation

Junior Product Manager – HP Supplies | Computer Information System | June 2013 - January 2015

- Close monitor of Availability (report generated/worked with on daily basis)
- Preparation of Sales Reports (detailed per PN, sales trend, clients, etc.. on weekly basis)
- Preparation of Reported Resellers Reports (on weekly basis)
- Preparation of Inventory & Ageing Stock Reports (on weekly basis)
- Preparation & placing of Stock orders (simulating with sell-out reports as to maintain availability as to determine the final order to put thru, maximizing orders so the best pricing is applied and placing orders on or before cut-off (exceptions applied at times)
- Order Escalation related to products availability (should there be allocation, delay, etc.. in the order placed).
- Keeping Entity updates with HP news by forwarding Newsletters & Promos
- Preparing/forwarding Monthly Sell-In/Sell-Out Forecasts to HP
- Preparing/forwarding Monthly Share Of Business Reports to HP
- Preparing reports, ageing stock & sales reports analysis to assist PMs in entities to push sales and liquidate stock.

Order Processing Coordinator | Computer Information System | June 2011 - June 2013

- Take progress and monitor orders
- Responsible for the logistical of customer orders
- Process invoices and accounts
- Liaise with forwarders on collection of goods
- Log claims for any damage, missing or other problems

Telemarketer/Customer Service | Telesupport International - an ITG Company | July 2008 - March 2011

Education:

MBA Management & International Affairs | 2016 | Holy Spirit University - Kaslik (USEK)

B.A. in modern languages and translation | 2007 - 2011 | Holy Spirit University - Kaslik (USEK)

Lebanese Baccalaureate – part 2 Economy-Sociology | 2007 | Val Père Jacques

Languages:

French , English and Arabic fluently spoken and written.

Skills:

- Microsoft Office (Excel , Word , Powerpoint, GP)
- Sage 100 Gestion Commercial pour SQL server
- Microsoft Dynamics GP
- Capacity Building: HP Middle East and Saudi Supplies Distribution Training 2013 - Romania

References:

Available upon request