

JAD HADDAD

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Nationality: Lebanese - Canadian

EDUCATION

2003 - 2004

University of Montreal (UM), Montreal, Canada

HEC (Hautes Etudes Commerciales)

DESS (Diplôme d'Etudes Supérieures Spécialisées) in business

1995-1999

Saint Joseph University (USJ), Beirut, Lebanon

Ecole Supérieure d'Ingénieurs de Beyrouth (ESIB)

Faculty of Engineering

Masters in Telecommunications, major network

PROFESSIONAL EXPERIENCE

2015- Present

Lebanese University's Doctors Mutual Fund, Beirut, Lebanon

Administrative Department

- Assure the Permanent Treatments Approvals for the Mutual Funds Members with the related Hospitals
- Audit the Pharmacies transactions

2014- 2015

PCE & Riello UPS Systems , Dora, Lebanon (www.pceups.com)

Corporate Sales and Tenders (Power Protection Solutions)

- Identify potential accounts and introduce them to the company's products and services
- Propose the best fit solution that will meet their budget constraint
- Convince the client to purchase the offered solution
- Close follow up with clients to maintain an exceptional customer-supplier relationship

2013 – 2014

Computer Information Systems, Jal El Dib, Lebanon (www.cis.com.lb)

Account Manager (Hewlett-Packard & Cisco Products)

- Establish a new client's base from scratch
- Meet potential accounts and generate sales to meet the company's sales target
- Identify new sales opportunities within existing accounts
- Manage and solve conflicts with clients

2012 – 2013

Astrophysics Inc, Jounieh, Lebanon (www.astrophysicsinc.com)

Territory Sales Manager

- Expand Sales into new territories by finding and selecting qualified agents and distributors
- Manage existing agents in their territories, in order to achieve the required revenue
- Guide them to expand in new sectors within their territories
- 2 trips to the United States for training and agent meeting in LA, CA

2007 – 2012

Linfra Telecommunication , Beirut, Lebanon (www.linfra.com)

(It's a contractor/ subcontractor for GSM Operators worldwide)

Account Manager/ Estimation Engineer

- Respond to different Requests For Quotations received from customers
(BOQ pricing – Bidding- Technico-Commercial Offers & Contract Management)

- Procure the different GSM equipments (FTK services for GSM Networks)
- Follow projects contracts and respond to customers' requests (Contract Negotiation & Signature)
- Successfully awarded opening contracts in Mali, Lebanon, Benin and Niger.
- Ensuring customer satisfaction with close follow up on arising conflicts leading to their resolution.
- Develop progress reports on assigned tasks and responsibilities (KPIs)
- Ensure the implementation and maintenance of the company ISO quality system

2006 – 2007

Monty Holding (TV Channel) , Beirut, Lebanon

Operation coordinator

- Research on best PSMS offers
- Initiate a commercial contact with the Service Providers
- Study the legal agreements and negotiate the billing shares and payouts
- Assure the technical connectivity for the incoming & outgoing SMSs
- Payments follow up.

2005 – 2006

Superfone Telecommunication, Montreal, Canada

Network operator

- Install and configure the VoIP billing system (Porta-Billing100)
- Generate accounts for the VoIP and Pulse system
- Monitor and troubleshoot the VoIP and Pulse system
- Provide technical support for clients worldwide

2000 – 2002

Middle East Call, QatarCall Branch, Doha, Qatar

Analyst Programmer

- Create and program new IVR applications using VOS language
- Coordinate and troubleshoot the PC telephony system

PERSONAL SKILLS AND COMPETENCIES

- Strong negotiations skills
- Client relation and needs assessment aptitude
- Quick study with aptitude to easily put into execution new projects
- Excellent oral/written communication skills
- Exceptional organizational, analytical and problem resolution skills
- Team player
- Sociable and professional personality

COMPUTER LITERACY

CCNAX(Under Process), JDE, Microsoft Dynamics CRM, MS Office, C, Java, HTML, Automation Software, Visio

LANGUAGES

- Fluent in English , French and Arabic

HOBBIES

- Ski (Coach) ,Soccer, Basket-Ball, and Swimming

References: available upon request