

## CURRICULUM VITAE

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**Place and date of birth:** 11/11/1987 – Deir El Ahmar

**Civil stat:** single

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### *COMPETENCE*

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- Ability to communicate effectively
- Accuracy and attention to details
- Multitask with good organizational skills
- Ability to work under pressure and to meet deadlines
- Ability to work independently and as a team member
- Ability to respond appropriately and timely to requests for information
- Computer literacy: Microsoft office (Word, Excel, Outlook, PowerPoint ....)

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### *EXPERIENCES*

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May 2018 till June 2019: **Order & System Coordinator** – M. Ezzat Jallad & Fils – Caterpillar dealer in Lebanon, Jordan, Palestine and Syria.

- Places spare parts orders through Caterpillar systems, MCF, John Deer, F G Wilson, Exxon Mobil websites and others.
- Follow up on orders till they reach the company's warehouse, by daily tracking and informing concerned people.
- Coordinates with the logistics department and the warehouse stock keepers to insure smooth shipments arrival
- Follow up on backorders parts to improve or to have an estimate ship date
- Enters all orders & shipments charges on ERP system
- Creates new parts on ERP system
- Monitors all shipments charges
- Sends request to the accounting department to settle payments for suppliers as per agreement
- Sends request to insure specific consignments
- Prepares daily reports for parts sales
- Prepares monthly report for parts sales
- Prepares KPI report for parts
- Participates in the inventory for all branches, mid and end of year
- Maintains the filing system as hard and soft copies

July 2013 till April 2018: **Sales Support** – M. Ezzat Jallad & Fils – Caterpillar dealer in Lebanon, Jordan, Palestine and Syria.

- Prepares sales monthly reports
- Performs sales statistics & issue reports (Salespersons' performance, tracking sales progress, results reports and matrices) on monthly, quarterly and yearly bases
- Follow-up opportunities on ERP system, and keep it up-to-date
- Checks work orders files from the service department for sales projects in order to be approved

- keeps the Cat used website up-to-date
- Prepare the requested documents for L/C execution
- Assists in the preparation of tenders, bids & submittals
- Coordinates sales activities within the department, with other departments and with branches
- Prepares price list along with its cost breakdown
- Prepares breakdown and quotations when asked
- Makes the inventory, mid-year and end of the year
- Reports inventory activity to CAT
- Prepares “Provisions” for next year’s expenses
- Performs sales and project cost control
- Issuing invoices and delivery notes for the sale department with maintaining proper filing
- Working on ERP system (Receivable & Payable Modules)
- Working on CAT online software
- Participates in marketing and promotional activities
- Makes training for new employee concerning their administrative work, and on ERP system (CRM module) with continuous follow-up and assistance

November 2011 till June 2013: Quality control and Administrative coordinator – Prolites sal  
**Administrative Coordinator:**

- Process analysis: evaluate the performance of each department to redesign the current process and implement required changes
- Set new process and generate corresponding forms
- Coordinate with the corresponding software company in order to automat to new process
- Draw the flow chart of each department

#### **Quality Control:**

- Conduct the Internal Audit plan, the Internal Audit, the Management Review
- Update the Master list of document
- Follow up the NCR, the corrective and the preventive actions
- Ensure the effective establishment for the control of records and document.

Assist the accounting department:

- Data entry: invoicing and purchasing
- Making receipts
- Participate in the yearly stock control
- Filing and maintaining files and documents thoroughly and accurately

August 2010 till September 2011: HR and quality control officer – Prolites sal  
**HR officer**

- Successfully build the HR department and the quality control process based on the ISO 9001: 2008 requirements:
- Preparing and participating in the recruitment process and selection from A to Z (preparing test for each department)
- Preparing and conduct training for new employee, to let them be familiar with the product company

- Filling record employee information: sick leaves, annual leaves, new hires, Social Security, termination and resignation... (soft and hard copy)
- Supervising daily and monthly employee attendance
- Preparing payrolls
- Handling the performance appraisal with the HOD

#### **Quality control**

- Setting up the quality control procedure (warehouse checklist, workshop checklist)
- follow up the NCR, the corrective and the preventive actions
- ensure the effective establishment for the control of documents and records

January 2011 – September 2011: Pre-sales – Prolites sal

#### **Pre-sales**

- Preparing sales offers by coordinating with other departments
- Data entry of product catalog, clients and prospects
- Handling phone calls

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May 2010 to July 2010- **Accountant and secretary** in real estate office- Phoenix center

- Handling phone calls
- Meet new costumers
- Rentals collection
- Maintain accounting records and transaction
- Ensure accurate timely monthly closing
- Ensure accurate recording of revenues and expenses

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January 2010 to April 2010 – **Sales person and cashier** at an electronic store - Dr Phone

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November 2009 to December 2009 - **Aid cashier** at ABC – Dbayeh seasonal employee (Christmas season)

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Participate in the Lebanese municipal elections 2010 as an observer with the Lebanese association for democratic elections (LADE)

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### ***Training***

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- Completed several online courses at **Caterpillar University**: Sales Efficiency Program (SEP), Introduction to Customer Experience Training...
- Completed workshop on **Six Sigma** – Yellow Belt Level, held at the Business Training Centre, certified by Bureau Veritas
- Completed workshop on **ISO 9001: 2008 foundation and internal auditing**, held at Padova Hotel, certified by Bureau Veritas

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### ***EDUCATION***

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**2010 – 2013:** MASTER in Business Administration (MBA) Management & International Affairs - Université Saint Esprit Kaslik USEK

**2005 – 2009:** Bachelor in Administrative and Political Science - Lebanese University

**1990-2005:** Lebanese baccalaureate (socio-economic section) - Sainte Famille Francaise, Jounieh

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### ***LANGUAGE***

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Good working knowledge in French, English and Arabic

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### ***HOBBIES***

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Camping, team work and outdoors activities

All kind of sports activities, dancing...