

Hadi Dannawi

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Education:

American University of Science and Technology: **B.S in Business Management with emphasis in B.I.** Sep 2014 – June 2019
Beirut, Lebanon

Ahliah School: **Diploma - Lebanese Baccalaureate in Economics and Sociology** Sep 2012 – July 2013
Beirut, Lebanon

Languages: Native **Arabic**, Fluent in **English**

Employment History:

ABC S.A.L – Sales Associate July 2018 – Ongoing

- Achieving targets set by management on a monthly basis
- Using different selling techniques by asking the right questions in the right order
- Adopting to excellent customer service standards through providing a delightful experience
- Attending training courses offered by the company that cover various intricacies and subjects
- Tracking customers' reservations, feedbacks, repairs and inquiries by going the extra mile
- Working on POS systems for checkouts, product lookups, and privilege cards issuance
- Dealing with suppliers on a weekly basis through providing feedbacks and asking for requests

Internship at Credit Libanais Investment Bank – Financial Control Department July 2nd, 2018- July 13th, 2018

Internship at Credit Libanais Investment Bank's administrative HQ tackling the fundamental procedures covered on a daily basis from fee settlements and transaction rectifications to loan and interest evaluation:

- Auditing & rectifying 'General Ledgers'
- Settling overdraft balances for statement and management fees and commissions
- Settling fees and closing accounts
- Scheduling payments of subsidized loans
- Monitoring legal reserves
- Performing 'outstanding balance' calculations
- Tracking Federal Bank Publications
- Analyzing fluctuations in accounts
- Statistically setting up performance evaluation reports
- Executing product profitability studies on credit cards and loans

Room Service at Etoile Suites Hotel Sep 2014 - Nov 2016

- Maintaining availability as a room service operator
- Taking orders from customers and guests
- Offering guidance and help to guests and potential guests upon request
- Reporting feedbacks and complaints on a daily basis to management
- Attaining professionalism and maintaining formality on a daily basis

Sales Representative at CLASS Electronics Sep 2013 – Dec 2013

- In-depth knowledge about the company's plans, products, and services
- Demonstrating products and describing services offered
- Controlling and securing the business' merchandise inventory to avoid shrinkage resulting from theft, damage, or product turnover
- Creating solutions for our customers
- Resolving billing issues
- Tracking customer products when left for maintenance

IT Skills:

- **Microsoft Office** – Excel, Word, PowerPoint, and MS Project
- **Odoo Software** – Open Source ERP and CRM
- **QlikView** – Data Analytics software for modern business intelligence
- **WEKA (Waikato Environment for Knowledge Analysis)** – Data Mining and Knowledge Discovery Software
- Object Oriented Programming: **JavaScript (jQuery, AJAX Libraries, HTML 5.0, CSS 3, & Bootstrap)**, **PHP**, and **MySQL queries**
- Currently taking a **Python Boot-camp course** on 'Udemy' titled under "Go from Zero to Hero in Python 3"

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Soft Skills:

- Cooperative in group work
- Able to meet deadlines and learn new procedures quickly
- Reliable, hard worker, and trustworthy
- High interpersonal and communication skills
- Intellectual and interdisciplinary
- Innovative and always thinks outside the box
- An effective decision maker
- Customer service oriented

Trainings Attended:

Allianz SNA's Sales Academy Training Program | Bronze Level March 26th, 2019 – April 8th, 2019

A 10 days training program offered by Allianz SNA's SAP – Sales Academy Program that discuss the main pillars of insurance and the services offered by Allianz SNA alongside the techniques of prospecting and advising insurance seekers

INJAZ Lebanon – Innovation Camp

March 3rd, 2018

Presenting the pillars of an innovative plan in front of Kurban Group's delegates and jury members

Certificates:

- **Allianz SNA's Sales Academy Training Program | Bronze Level – Certificate of Achievement** April 2019
- **ABC Appreciation Letter 2018 – Certificate of Appreciation from ABC S.A.L** January 2019
- **Certificate from INJAZ Lebanon – Innovation Camp** March 3rd, 2018
- **Certificate of Proficiency in English – ECPE (Level C2)** May 21st, 2017
- **Red Cross Certificate – Certificate of Attendance** February 10th, 2012