

Jawhar Jawhar

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Professional Experience

Commercial Director at Young Urban Professionals

January 2017 - till present

- Develop and implement commercial strategies according to company goals and objectives aiming to accelerate growth
- Conduct market research and analysis to create detailed business plans on commercial opportunities (expansion, business development etc.)
- Understand the requirements of existing customers to ensure their needs are being met
- Act to acquire new customers and manage client relationships (new and existing)
- Collaborate with and coordinate diverse teams (marketing, sales, customer service etc.)
- Build and maintain profitable partnerships with key stakeholders
- Monitor performance of commercial activities using key metrics and prepare reports for senior management

Financial Consultant at MetLife

July 2016 - December 2016

I have joined forces with Metlife focusing on protecting people from different risks:

- Sell two types of insurance policies to businesses and individual, life and Medical.
- Interview prospective clients to obtain data about their financial resources and needs, the physical condition of the person or property to be insured, and to discuss any existing coverage.
- Call on policyholders to deliver and explain policy, to analyze insurance program and suggest additions or changes, or to change beneficiaries.
- Customize financial products or services to meet customer needs.
- Seek out new clients and develop clientele by networking to find new customers and generate lists of prospective clients.
- Identify potential customers.
- Develop professional relationships or networks.
- Ensure that policy requirements are fulfilled, including any necessary medical examinations and the completion of appropriate forms.
- Customize insurance programs to suit individual customers, often covering a variety of risks.
- Customize financial products or services to meet customer needs.
- Explain features, advantages, and disadvantages of various policies to promote sale of insurance plans.
- Calculate premiums and establish payment method.
- Calculate costs of goods or services.
- Perform administrative tasks, such as maintaining records and handling policy renewals.
- Maintain records of sales or other business transactions.

- Contact underwriter and submit forms to obtain binder coverage.
- Prepare sales or other contracts.
- Confer with clients to obtain and provide information when claims are made on a policy.
- Explain financial information to customers.
- Attend meetings, seminars, and programs to learn about new products and services, learn new skills, and receive technical assistance in developing new accounts.
- Attend events to develop professional knowledge.
- Study product information to acquire professional knowledge.

Branch Manager at Formatech - Integrated Learning Centers

September 2013 - June 2016

During my work at Formatech, I held many positions, I achieved these positions by showing seriousness in work, dedication, commitment, integrity and loyalty.

My Responsibilities as a Branch Manager at Formatech Antelias are:

Operation and administration

- Implement the right logistic that can assure best training deliveries and according to the policies and procedures of the organization.
- Insure the delivery of class materials for all classes on time (books, attendance sheets, exams, evaluation, reports...)
- Assign trainers on courses.
- Create, update and delete schedule.
- Responsible of analyzing and documenting all forms at completion of any course /session (evaluations, reports, absence...) and channel them to right unit or service according to procedures.
- Submits a yearly budget for the branch.
- Report any incident that can affect the output of the training or the image of the organization to the relevant unit/person in order to take the appropriate action.

Sales and marketing

- Stand as the focal point for all commercial activity of the branch
- Agree with the client relation manager on the yearly sales budget and achieve it on a monthly, quarterly and yearly basis.
- Make sure existing accounts are retained and new profitable accounts are developed.
- Maintain accurate customer and opportunity records. (CRM)
- Coach the Team on sales ethics, customer's management and product knowledge in alignment with the company policy.
- Coordinate with the marketing manager and the operation manager to maximize development opportunities, best quality offering and best client satisfaction.
- Develop and Implement a Performance Plan for the team.
- Identify major complex account and get involved when needed.

- Identify learning & development challenges and coordinate with Learning & development director to maximize development opportunities.
- Implement prices as per the company policy, and coordinate with the Client Relation Manager for any exception.

Operation Manager, Test Center Administrator at Formatech

January 2010 - June 2016

- Test Center Administrator for Prometric, Pearson Vue and Toefl
- To create the right logistic that can assure best training deliveries.
- Responsible for all hands out and related materials ordering (manual, tests, certificates...).
- Provide needed things for all classes on time (books, attendance sheets, exams, evaluation, reports...)
- Provide marketing materials to classes when required.
- Check daily courses and take action accordingly and within procedures.
- Continuously update schedule
- Assign trainers to courses
- Focal point for any schedule request or question from internal and external customers.
- Responsible of collecting all forms once a session or at course completion (evaluations, Reports, absence...) and channel them to right unit or service according to procedure.
- Creating, updating, retrieving and channeling all evaluation reports
- Ensure that necessary equipment and materials relating to the effective delivery and measurement of training are maintained
- Ensure training venues and logistics, are as required to achieve efficient training attendance and delivery
- Handle all Business Partners
- Control and overlooks all testing in the company
- Participate in the training budget planning
- Attend several Workshops as per career planning

Assistant Training Manager at Formatech

October 2004 - December 2009

- Project and training Coordinator on a project with the government (handle all the operations to execute training for more than 1500 employees in one year) Scheduling, reporting, grades and certifications.
- Management of schedule
- Management of stock
- Test Center administrator for prometric and pearson Vue.
- Management outlines of the courses.
- Branch Coordinator

Consultant at Formatech

January 2008 - March 2008

- Training on tabs software for Zain Employees in Saudi Arabia

Sales Consultant at Formatech

May 2007 - October 2007

- Achieve Sales Target
- Use existing Network of contacts to develop new business

Projects

Fixed Assets and Depreciation Sheets for Lebanese-Swiss Bank, Dora Branch

June 2003 to August 2003

Members: Jawhar Jawhar, Nadim Alam

Developing a software to manage all fixed assets owned by the bank.

Skills & Expertise

Management Skills

Team Building

Team Leadership

Communication Skills

Microsoft Office

Customer Service

Public Relations

Sales

Consulting

Negotiation

Time Management

Budgets

Education

Lebanese University Faculty of Science 2-Fanar

Master in Computer Science

Interests

Basketball- Football
