

Curriculum Vitae

Personal Details

Name: Chawki Al-Jouni

Date of birth: Apr. 25th, 1977

Marital Status: Single

Nationality: Lebanese

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Career Objective

Ambitious, motivated and organized person, looking for an available job where I can achieve in a flexible team environment, making an important contribution and strategic goals for a known or yet growing company.

Educational Background

2000-2003	Lebanese American University (L.A.U) BS in Marketing.
1997-1998	Saint Saverious College, 3 rd year secondary philosophy.

Professional Experience:

Stock Control & Procurement Manager

MG Holding

November 2017 till present

Stock control Manager at MG Holding where my duties are as follows:

- Manage daily warehouse operations
- Deliver requested items to employees on different departments.
- Deliver items and tools to workers and make sure items are returned to stock on time on daily basis.
- Manage daily stock with suppliers and make sure quantity and quality are requested PO.
- Coordinate with all suppliers to order all items when there is shortage and make sure that items are delivered to warehouse on time.
- Preparing PO with respect to items, and suppliers. Receiving bids on daily basis with respect to items ordered and choosing the best bid applied.
- Prepare International orders such as China, Europe, and Eastern Europe and negotiate prices with international suppliers to select the best price.
- Negotiate prices with suppliers and select the best quality with best price.
- Manage stock through Dolphin system and make sure all items requested on system are delivered on time.
- Make sure all items in warehouse are distributed professionally by item family throughout the warehouse.
- Manage employees in warehouse from daily delivery control, attendance and vacations.

Operations & Logistics Manager

Tewtel Group of Companies

Aug 2011 – Dec 2015

Beirut District, Lebanon

Operations Manager for GAP Recovery Services a member Of Tewtel Group Of Companies.

- Managed 7 tow truck drivers.
- Developed short and long-term operational strategies leading to operational excellence.
- Scheduled timeline and annual leaves and vacations of drivers.
- Governed company's Clients Accounts Database, managed existing clients and brought new clients for the business.
- Furnished the fiscal documents of the drivers.
- Provided regular updates to the Executive Directors of Aftersales and Sales Directors.
- Supervised and coached office assistants on a weekly basis.
- Ensured tow trucks maintenance are up to company's standards in addition to daily distribution through GPS system.

- Responded to customers' calls and complaints about broken cars ensuring their satisfaction.
- Guided many other operational logistics such as obtaining cars from the port to company warehouses, distributing them to their branches, and moving cars between branches and from warehouses as per delivery orders.

Showroom Sales Manager
National Paints Factories Co. LTD.
Aug 2009 – July 2011
Beirut District, Lebanon

National Paints Part of Alsayegh Group as Showroom & Account Manager.

- Visited Architects and Contractors; made deals on big projects and followed up on them.
- Developed sales plan, executed and closed sales opportunities generally within existing Key Accounts; Coordinated with sales manager on developing new sales ideas.
- Developed statistical reports regarding competitive brands, new products and prices.
- Trained new staffs and updated all staffs on upcoming products in addition to continual refreshing training on existing products.
- Preparing and presented seminars in exhibitions
- Managed warehouse stock and followed up on store keeper ensuing that stocks are always updated in the warehouse.
- Prepared stock orders and made certain that the stocks have reached the warehouse on time.
- Managed all operational logistics of the branch and made sure that staff are abiding to headquarters' rules and regulations.
- Managed staffs' vacations, sick leaves, timesheets, and reviewed and approved customers' orders on daily bases.
- Prepared appraisals of the staffs and provided them to HR.

Customer Service Supervisor
Nasco Insurance Group
Oct 2004 – Jun 2009
Dubai, United Arab Emirates

Nasco Dubai as a Customer Service Supervisor.

- Prepared Track purchase order.
- Monitored details accuracy of PO against Quotation
- Logged Purchase Orders into the system.
- Created part descriptions and new part numbers for non-existing parts on Oracle.
- Maintained register of current Purchase Orders, by date with margins, buy and sell pricing.

- Doubled check LPOs' to Suppliers as required by PO and Work Instruction with sales and procurement.
- Followed up on LPOs receipts.
- Checked product stocks for goods ordered by procurement for artwork quality and data accuracy (including labeling).
- Communicated with customers to resolve/mediate inquiries and/or complaints.
- Coordinated workload distribution to ensure efficient operation.
- Collected data in order to measure departmental productivity.
- Received, researched, investigated and responded to customer queries and/or requests.
- Evaluated information received from the customer to determine the appropriate action.
- Updated knowledge and exchanged information related to departmental decisions and activities.

Customer Service Coordinator

Company Name LibanCell S.A.L.

Dates Employed Mar 2000 – Mar 2004 Employment Duration 4 yrs 1 mo

Location Beirut District, Lebanon

LibanCell Customer Service Coordinator, call center nightshift.

- Handling customers' complaints via 111, marketing LibanCell's services and creating a close relationship between LibanCell customers and company.
- Managed and motivated a team of 16 agents, while striving to achieve set targets; Insured performance and career the development of individuals; Designed and delivered training packages on product knowledge.
- Supervised and monitored quality control of the agents' responsiveness; serviced delivery/quality in all transactions and process.
- Coordinated the system implementation and developed team's skill-sets, including training and coaching the contact center staff.
- Prepared team weekly reports, and distribute as defined by unit.
- Held weekly meetings to brief agents on daily agendas and inform them of specific issues, problems and objectives.
- Prepared and analyzed daily calls performance of agents, as well as business knowledge-technical and procedural.
- Collaborated with Center supervisors to improve agents' performance and career development by providing training as needed
- Received daily agent's reports, summarized important aspects highlighting relevant issues in order to make sure that they are properly channeled.
- Assist supervisor in development of section plans and programs for the CSR team.
- Communicated with urgency to unit/department management relevant network or system failure reported by customers.
- Continuously reviewed, developed and enhanced procedures and job description as defined by unit and department manager.
- LibanCell service centers sales department, internal sales such as cash sales, reissuing lines, cashing customers' receipts.
- Marketing department Media section several projects such as MMS, and GPRS.

Skills

- Communication Skills
- Customer Service Skills
- Leadership Skills
- Negotiation Skills
- Geographical Skills
- Time Management Skills
- Web tracking Skills
- Selling Skills
- Computer Skills (Word, Excel, PowerPoint, Oracle, Dolphine)

Trainings

- Team Building
- Customer Service
- Win & Win negotiation training
- Leadership and Motivation
- Time Management
- Excellency in Customer Service

Languages

Arabic and English both written and read fluently.

Hobbies

Swimming and Billiards.

References

Available upon request.