

Salwa Wakim

Birth Date: 1978

Nationality: Lebanese

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Objectives: looking for a challenging position on a Managerial Level where I can use my advanced skills and apply my long experience.

Experience:

TRAD HOSPITAL – EXTERNAL CLINICS

Job title: Assistant MD

1997 - 1999

- Working as assistant for the laser center Manager
- Fixing Appointments & Receiving patients & Petty Cash
- Responsible of purchasing instruments, supplies and medicines for the laser center
- Responsible of patients' files and accounts

MACHMOUCHI GROUP

Job title: Office Manager

1999 - 2002

- Contact with suppliers
- Following up clients' accounts
- Handling Textile Orders shipments, clearance and follow up
- Offers, Sales and Clients orders
- Production follow up and monitoring Factory performance
- Organizing Clients shipments (Export procedures and forwarders deals)
- Following up clients' payments and collection procedures

NEW HORIZONS - Bchamoun

Job title: Human Resource and Assistant GM

2002 - 2004

- Responsible of the Human Resource (Recruitment, Salaries, Vacations & NSSF formalities)
- Organizing employees job description and responsibilities
- Supervising attendance, performance and behavior
- Pay roll (including NSSF...)
- Personal Assistant for Sheikh Mahmoud Abdel Baki (Owner of New Horizons and also GM for Middle East and North Africa of CCC company)
- Filing and mailing system between CCC Lebanon and Greece Head office

POWER TECH S.A.R.L

Job title: Administrative Assistant & Indoor Sales Representative

2004 - 2006

- Responsible of invoicing and receipts
- Retail sales deals
- Office work: Filing system – Mails – faxes
- Petty Cash and office supplies
- Colleagues trips reservations and visas
- Responsible of Traction batteries department
- Responsible of Bids (study – preparation – offers & follow up till delivery and collection)
- Responsible of Clients orders, delivery, Drivers Routing
- Sales Meetings and Sales Collection system follow up

UNIFORMS

Job title: Office Manager

2006-2007

- Responsible of the Human Resource (Recruitment, Salaries, Vacations and social security formalities)
- Organizing employees job description and responsibilities
- Supervising attendance, performance and behavior
- Pay roll (including NSSF...)
- Contact with suppliers, Handling Textile Orders shipments, clearance and follow up
- Following up clients' accounts, Offers, Sales and orders
- Production follow up and monitoring
- Organizing Clients shipments (Export procedures and forwarders deals)
- Following up clients' payments and collection procedures

MORAY CO.

Job title: Office Manager

2007-2008

- Responsible for Office supplies and purchases
- Inventory and transfers between warehouses and other branches
- Employees' attendance – salaries – holidays....
- Managing sales & inventories in all 5 branches for Moray company.

POWER TECH S.A.R.L

Job title: Key Account Executive 2008–2009

Key Account Manager 2009–2012

Customer Care Manager 2012 – 2015

- Managing Clients accounts and follow up department orders and sales.
- Responsible of Customer care department, Following up clients' complaints and problem solving – Clients satisfaction ...
- Handling Bids (Study – Preparation – offer – delivery...)
- Suppliers' negotiations: Prices – guarantee – credit facilities – defects reports....
- Operations: Drivers routing – delivery system – employee's uniforms – office supplies – vehicles insurance and maintenance – GPS system installation....
- Responsible of Traction Department (Forklift batteries: offers – sales – maintenance contracts – technical visits...)
- Creating & Implementing Warehouse process (FIFO – deliveries – Routing – IRI...)
- Creating & Implementing Customer care department process & Team Training

Job title: Corporate Sales Manager 2015 till present

- Managing Clients accounts and follow up department orders and sales.
- Responsible of Corporate Clients accounts & Following up their offers, orders, Payments, complaints and problem solving
- Handling Bids (Study – Preparation – offer – delivery...)

Education and Certificates:

- Baccalaureate of Literature – Maison Centrale – Filles de Charité – Achrafieh
- (Bac Libanais et Français)
- Certificate of Secretariat - YMCA
- Certificate of Key Account Management course – Leading Minds
- Certificate of Time Management course – Leading Minds
- Certificate of Negotiation Skills course – Leading Minds
- Certificate of Situational Leadership course – STARMANSHIP & PARTNERS
- Certificate of Effective Budgeting course – Formatech
- Certificate of Straight line selling & influence - Formatech
- Experience of more than 15 years in sales, Bids & Customer care.

Languages:

- French: Good.
- English: very Good. (Business language)
- Arabic: native language.

Computer Skills:

- Microsoft (Word, Excel, Outlook...)
- Visual Dolphin (Invoicing and statistical reports)

References: Available upon request