

Najib Elias El Hajj

Citizenship : Lebanese ▪ Date of birth : 01 January 1989

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Profile

Objective Looking for a professional career opportunity within a major company. Beholding forward to face new challenges that will allow me to move forward in my professional career and to contribute in the success of your company

Transferable Skills

Capability of fast learning and adapting to different environments and situations.

Dynamic, ambitious, determined and motivated with decent team spirit.

Computer Literacy:
Computer **Literacy:**
Microsoft Word,
Microsoft Excel,
Microsoft PowerPoint,
Microsoft Access,
Internet Explorer,
Fox Pro, Oracle, Sap.

Keen on Public Relations

Education

2013 to 2015	Master Exécutif en gestion AUL (Arts science and technology University) Mkalles.
2008 to 2013	BBA Bachelor of Business Administration AUL (Arts science and technology University) Sin el Fil.
1991 to 2007	Lebanese Baccalaureate Sagesse Jdeideh Brevet Sagesse Jdeideh

Work Experience

1-working at K&A(Khatib & Alami consolidated engineering company) Data Entry	<u>August 2004 till April 2007</u>
2- working at Lifelong Iridology, Search on the internet, Public relation , Sales and store department, Data entry , Scanning , typing	<u>July 2007 to December 2007</u>
3- working at PARC (Pan Arab Research Center) as part time interviewer	<u>January 2008 till March 2008</u>
4- working at Al Founoun imprinter as Manual Work	<u>March 2008 till June 2008</u>
5- working at LE BLANC and FAQRA catering as a chef de rend in weddings	<u>Summer 2008</u>
6-working at ANTAKI HOLDING: in service center as a Supervisor for white	<u>October 2008 TO 31 October 2010</u>

goods(BRAND:LG,HAEIR,VIDEOCON):schedule for technicians, pending list and follow up, customer service ,issuing part and prepare parts, , explode view

November 2010 to 31 July 2011

7-working at **SEALCO LG ELECTONICS (Shaker electronics and appliances-Lebanon co):** SUPERVISOR of white goods and CONTROLLER in service center of all supervisors, technicians, call center, customer service

August 2011 to December 2013

8- Working at **Al Bina** as a maintenance after sale manager for both brands **TEKA Home Appliances and Palson Small Household Appliances & Electrical Personal Care Products:**

- Customer Service
- Schedule for Technicians
- Pending list and follow up with all Teka and palson customer
- Handling customer complaints
- Store Manager For Teka Spare parts
- Non conformity product (Defected Product)
- Invoicing
- Issuing parts
- Searching for a new local supplier
- Purchasing

9- Working at **Antaki holding** as Customer service manager for Beytech showroom :

December 2013 to July 2014

- keep contact with all suppliers to provide an adequate service to Our customers.
- Train and manage a group of technicians to provide Installation for audiovisual, home appliances and built-in products.
- Manage the logistics team in charge of delivery and installation Sold to our customers
- Manage our storekeepers.
- Handling AC projects and installation that are related to the entire company (Antaki/Aces/Sensus/Beytech/Allied/Brothers)
- Handling all maintenance issues that are related to the entire company (Internal and External)

August 2014 and Still Working

10- Working at **Vresso** as Service Manager for **Nestle professional:**

I- Main Function:

To manage and control the Company's local maintenance operations to meet or exceed the preset annual budget and to work on utilizing the Department's resources to achieve the best business results possible.

II- Duties & Responsibilities:

- 1- Participates in the development of the local sales policies and procedures and ensures their proper implementation and recommend any changes in coordination with dispatcher.
- 2- Prepares the Company's local after sales budget (sales and expenses) in coordination with the finance department and programs to achieve stated objectives.
- 3- Supervises and follows-up the after-sales technicians' work programs and ensures their proper execution (reparation and installation).
- 4- Ensures proper understanding on new products.
- 5- Assures the availability of parts to be ordered.
- 6- Receives customers' calls and integrates them into the daily schedule.
- 7- Attends seminars related to the Company's line of business.
- 8- Divides the schedule in the most efficient way possible.
- 9- Calls for weekly briefings with all direct subordinates to control and follow-up their performance and notes all valuable information for further reference.
- 10- Assists technicians when needed.
- 11- Follows up workshop repairs.
- 12- Controls the quality of after-sales services.
- 13- Monitors and follows-up the competitors' strategies and activities in after-sales services.
- 14- Prepares periodic reports on after-sales performance by technician and project.
- 15- Maintains credible public and business relations for the benefit of the company.
- 16- Approves technicians' spare part orders and quantities.
- 17- Checks all reports, invoices, POs, and warranty papers.
- 18- Reviews spare part stock and future orders according to feedback with technicians.
- 19- Programs coin mechanism.
- 20- Monitors and follows-up the after sales volume of work by supervising the after sales activity and evaluating their performance and productivity.
- 21- Conducts regular market visits in order to expand the clients' base and maintains good relations with current clients.
- 22- Participates in exhibitions.

23- Follows-up head of technicians regarding the preparation and receiving of all machines needed to be installed or retrieved.

24- Evaluates technicians.

25- Undertakes other duties assigned to him by his direct superior.

Languages		
Arabic (native)	French (fluent)	English (good knowledge)