

TONIA RAFFOUL

Beirut, Lebanon

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EDUCATION

LEBANESE UNIVERSITY

Bachelor of Audio-Visual

BEIRUT, LEBANON

SEP 2011 – JUN 2014

COLLEGE DE LA SAGESSE – ASHRAFIEH

Lebanese Baccalaureate – Literature

BEIRUT, LEBANON

SEP 1998 – JUN 2011

PROFESSIONAL EXPERIENCE

NONI LIBAN (PART OF G.TAMER HOLDING)

Sales Account Manager & Export Coordinator

BEIRUT, LEBANON

FEB 2018 – PRESENT

- Oversees customer account management, including negotiating contracts and agreements to maximize profit.
- Resolved customer complaints by investigating problems and developing solutions.
- Forecasted and tracked key account metrics.
- Adjusted content sales based on outlet type and clients' needs.
- Prepared and handled client's employees' trainings in order to develop their knowledge about our products.
- Prepared weekly and monthly reports on accounts' statuses.
- Exceeded regional sales targets for the Levant: Lebanon, Iraq, Jordan and Syria.
- Ensured timely and efficient shipment and delivery of products.
- Traveled to meet with existing and new clients in order to develop the business.
- Set pricing according to the market.

NONI LIBAN (PART OF G.TAMER HOLDING)

Sales Account & E-commerce Executive

BEIRUT, LEBANON

MAR 2016 – JAN 2018

- Handled the entire sales cycle from negotiation to deal closure.
- Maintained a strong business relationship with clients to drive current business and ensure future sales.
- Created and executed window and in-store displays of our products at the retail shops and department stores.
- Prepared custom solutions packages for the e-commerce local clients.

WORLD VISION

Child Protection & Education Executive

BEIRUT, LEBANON

OCT 2015 – FEB 2016

- Created and directed a 50 minutes play dedicated for Syrian children in more than 4 refugees' camps.
- Trained and educated kids between 5 and 10 years old about their human rights, hygiene and future academic plans.

TELE LIBAN

TV Host

BEIRUT, LEBANON

JUN 2015 – SEP 2015

- Hosted the TeleKidz Program on the Lebanese National TV.
- Researched topics and background information for the segment.
- Coordinated with the production and technical teams to ensure the successful completion of each episode.

LANGUAGES

English (Fluent); **French** (Fluent); **Arabic** (Native)

OTHER INTERESTING INFORMATION

- The Mental Candy Program and The Big Kahuna Sales Program Certificates - WYDNER Coaches, 2017-2018
- Advanced Photoshop Certificate - American Universal College, 2015-2016
- Mystery Shopper for luxury brands - Albatorss CX, 2016-2018
- Adobe Premier and Microsoft Office