

OBJECTIVE

Seeking a challenging job opportunity in a leading multinational company in the financial analysis fields which offers good career prospects.

EDUCATION

2009 - 2012 | **Business Administration**, Finance and Accounting concentration, Université Saint-Joseph (USJ), Beirut, Lebanon

2008 - 2009 | **French Baccalaureate – Economic Scientific**, L'Athénée de Beyrouth, Bsalm, El-Metn, Lebanon

PROFESSIONAL EXPERIENCE

January 2016 - November 2019 | **SENIOR ACCOUNTANT**
Demco Properties, Lebanon

Role & responsibilities:

- Prepare the monthly financial reports (sales reports, income statement, balance sheets, cash flow analysis);
- Manage the Company day-to-day financial operations, such as data entry in the CRM, payroll, invoicing, payables, collections, all related legal requirements, and other transactions;
- Prepare the tax returns and report for the government regulatory agencies along with the annual calculation of the EOSI, the yearly depreciation table, and the NSSF monthly and annual reports;
- Manage with external auditors and tax advisors the yearly audits & income tax files;
- Prepare the quarterly VAT reports and tax on salaries;
- Monitor and control of invoices received from suppliers with all related documents.

Avril 2015 - January 2016 | **OPERATIONS MANAGER**
Libacom, Lebanon

Role & responsibilities:

- Responsible for all call center operations including strategic planning, budgeting, productivity, and day-to-day activities organization such as operators' attendance, schedules shifts, and breaks as necessary;
- Assisted in the interview process with supervisors to recruit qualified agents and in charge of managing, training, and guiding call center agents in performing their duties;
- Developed sales techniques and new commercial scripts to drive revenue growth;
- Maintained sales goals throughout the year by reviewing financial targets on a daily basis with staff;
- Analyzed team performance reports, and coordinated analytics, strategic and technical resources to meet client expectations and ensure their satisfaction;
- Accountable for determining staff incentive pay-outs based on KPI achievement;
- Forecasting future changes on the business based on previous trends.

August 2014 - Avril 2015 | **CUSTOMER SERVICE AND SALES SUPERVISOR**
Libacom, Lebanon

Role & responsibilities:

- Supervised the day-to-day sales and customer teams' activities and performance;
- Handled customer complaints and tracked the number of inbound calls;
- Authorized refunds or other compensation to customers and troubleshoot any operational challenges;
- Responsible for quality control, monitoring, market analysis, and updates;
- Provided feedback to management concerning possible problems or areas of improvement;
- Worked closely with the HR Department to effectively manage performance issues; assisted in recruiting qualified agents;
- Trained team members on selling techniques and customer service operating procedures; creation of new commercial scripts for the team.

February 2013 - August 2014 | **CUSTOMER SERVICE REPRESENTATIVE AND SALES AGENT**
Libacom, Lebanon

Role & responsibilities:

- Managed TalkTalk Customer Support Service for the Swiss market, from incoming questions' call to customer issues and complaints, and phone support for internet connectivity problems;
- Provided detailed information on services and products to customers;
- Handled collection issues such as late payments, payment extensions, connects/disconnects of services;
- Prepared global Libacom sales reports.

Summer 2011 | **INTERNSHIP IN THE ACCOUNTING DEPARTMENT AND COMMERCIAL DEPARTMENT**
Fransabank, Lebanon

PERSONAL CHARACTERISTICS

- Ability to manage conflicting priorities without supervision
- Ability to work under pressure with tight and competing deadlines
- Excellent interpersonal skills and strong organizational and time management skills
- Capable of preparing financial and accounting reports
- Strong financial analysis and modeling skills, with a track record of using quantitative analysis to drive business decisions
- Keep attention to detail and thrive for excellence
- Personal integrity and confidentiality

LANGUAGES

English | French | Arabic | Armenian | Spanish

SOFTWARES

Microsoft Office | Adobe Photoshop | Bria

INTERESTS

Basketball | Traveling | Reading